

# eMARS420

## REVENUE & ACCOUNTS RECEIVABLE



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eMARS Training

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# eMARS Revenue & Accounts Receivable

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## 1 – Orientation

eMARS will record Revenue and Receivable activity. Revenue is defined as income to the Commonwealth that is recorded as an income statement account. Examples of revenue are tax collections, and income earned for goods and services provided. A Receivable creates the billing for an event that resulted in money being due to the Commonwealth; examples include fines due to the Commonwealth for violation of a government regulation, fees, permits, etc. Revenue can be recognized at the time goods and services are provided and a receivable event is recorded. Revenue can also be recognized when money is actually received and a receipt is recorded.

Accounts Receivable is responsible for billing and collecting money owed to the Commonwealth. Accounts Receivable:

- Tracks who owes the Commonwealth money and how much
- Records accounting events for receivables and collections
- Processes billing
- Records money received
- Tracks customer financial and credit history
- Provides reports and inquiries into Accounts Receivable status
- Produces invoices, statements, past due notices and collection letters

Receivables can be modified, reduced, or even written off. Accounts Receivable is fully integrated with Cost Accounting and Accounts Payable.

## Prerequisites

You should have completed the following courses before continuing:

- eMARS101 – Introduction to eMARS
- eMARS110 – Chart of Accounts
- eMARS410 – Cash Receipt Processing

## Learning Objectives

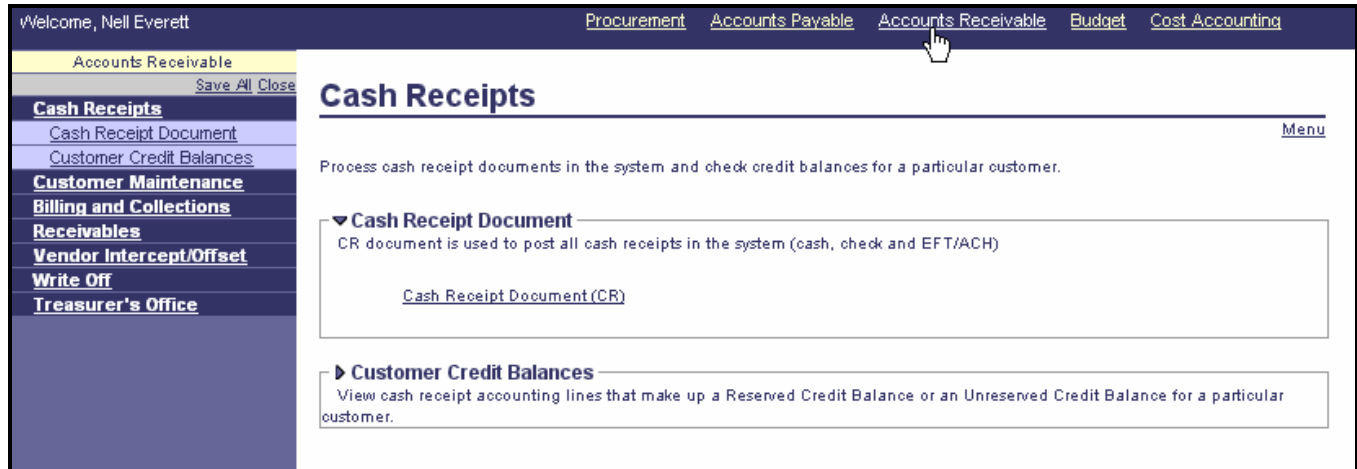
At the conclusion of this session, you will be able to:

- Establish a Customer on the Vendor/Customer (**VCUST**) table
- Create a Billing Profile on the Billing Profile (**BPRO**) table
- Process a Receivable (**RE**) document
- Process a Cash Receipt (**CR**) document for an electronic fund transfer (**EFT**)
- Modify an **RE** document
- Process a Write Off (**WO**) document using **Copy Forward**
- Use **Copy Forward** to create a Cash Receipt (**CR**) document
- Process an Overpayment.
- Use Online inquiries to find customer information, approval status and other information

## Accounts Receivable Workspace

The Accounts Receivable Workspace takes you to the documents and tables you use every day in eMARS. The Workspace is in the **Primary Navigation Panel** and by clicking on the **Accounts Receivable Workspace**, links are provided for quick access.

### Accounts Receivable – Cash Receipts Workspace



Welcome, Nell Everett

Procurement Accounts Payable **Accounts Receivable** Budget Cost Accounting

Accounts Receivable Save All Close

### Cash Receipts

Menu

Process cash receipt documents in the system and check credit balances for a particular customer.

▼ **Cash Receipt Document**

CR document is used to post all cash receipts in the system (cash, check and EFT/ACH)

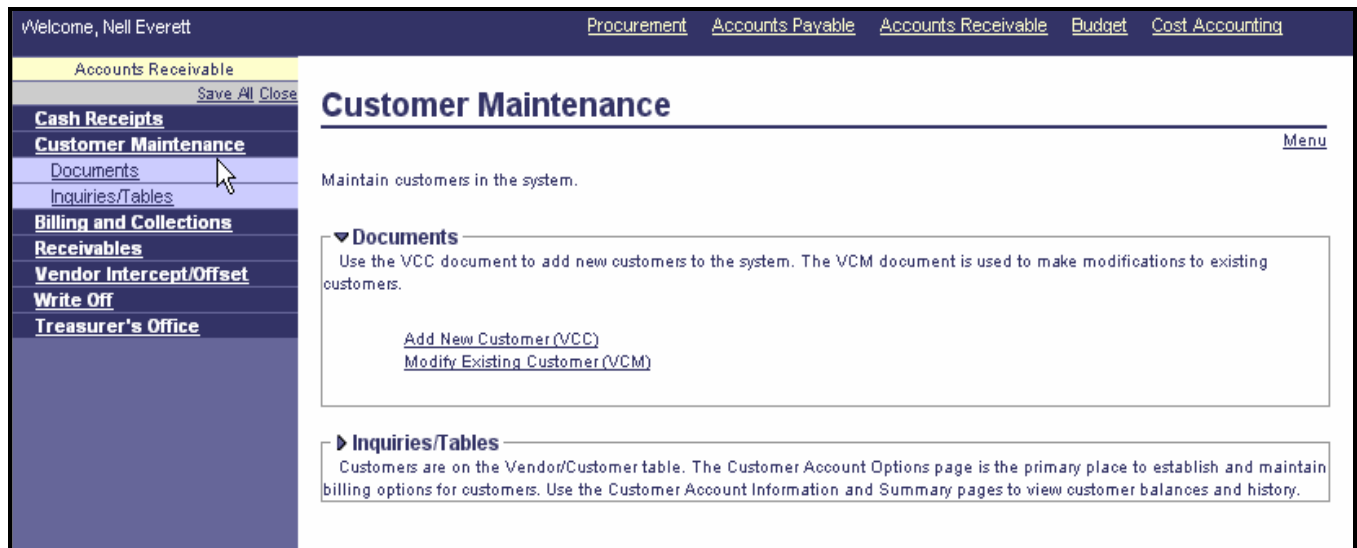
[Cash Receipt Document \(CR\)](#)

► **Customer Credit Balances**

View cash receipt accounting lines that make up a Reserved Credit Balance or an Unreserved Credit Balance for a particular customer.

By selecting a link from the **Secondary Navigation Panel**, documents and tables are easily accessed. Click on the links in the **Secondary Navigation Panel** to review the information in each. You will practice using Workspaces during the exercises.

### Customer Maintenance Workspace



Welcome, Nell Everett

Procurement Accounts Payable Accounts Receivable Budget Cost Accounting

Accounts Receivable Save All Close

### Customer Maintenance

Menu

Maintain customers in the system.

▼ **Documents**

Use the VCC document to add new customers to the system. The VCM document is used to make modifications to existing customers.

[Add New Customer \(VCC\)](#)  
[Modify Existing Customer \(VCM\)](#)

► **Inquiries/Tables**

Customers are on the Vendor/Customer table. The Customer Account Options page is the primary place to establish and maintain billing options for customers. Use the Customer Account Information and Summary pages to view customer balances and history.

### Billing and Collections Workspace

Accounts Receivable

[Save All](#) [Close](#)

**Cash Receipts**

**Customer Maintenance**

**Billing and Collections**

[Central Setup](#)

[Agency Setup](#)

[Invoices](#)

[Statements](#)

**Receivables**

**Vendor Intercept/Offset**

**Write Off**

**Treasurer's Office**

## Billing and Collections

[Menu](#)

The following tables are used for the Receivables functionality in the system.

**▼ Central Setup**

These tables are maintained centrally by the Office of the Controller.

[Billing Profile \(BPRD\)](#)  
[Collection Control \(COLLC\)](#)

**▼ Agency Setup**

These tables are maintained by the individual agencies.

[Department Billing Profile \(DBPRO\)](#)  
[Billing Instructions \(BINST\)](#)  
[Billing Rate \(BILLR\)](#)  
[Dunning Message \(DNGM\)](#)  
[Collection Letter \(COLL\)](#)  
[Collection Agency Agreement \(COLLA\)](#)

**▼ Invoices**

The Invoice page allows you to view and query invoice statuses. It is updated by Receivables from invoice customers.

[Invoices \(INVQ\)](#)  
[Invoice Print History \(INVHS\)](#)

**▼ Statements**

These pages allow you to view information pertaining to customer statements.

[Statement \(STMTQ\)](#)  
[Statement Detail \(STATD\)](#)  
[Statement Print History \(STMTHS\)](#)

### Receivables Workspace

Accounts Receivable

[Save All](#) [Close](#)

**Cash Receipts**

**Customer Maintenance**

**Billing and Collections**

**Receivables**

[RE document](#)

[Receivable Inquiries](#)

**Vendor Intercept/Offset**

**Write Off**

**Treasurer's Office**

## Receivables

[Menu](#)

Process Receivable (RE) documents and view Receivables Search and History/Reference pages.

**▼ RE document**

Customer receivables are processed on an RE document.

[Receivable Document \(RE\)](#)

**► Receivable Inquiries**

View Receivable Search and History/Reference pages in the system.



### Vendor Intercept/Offset Workspace

Accounts Receivable [Save All](#) [Close](#)

- [Cash Receipts](#)
- [Customer Maintenance](#)
- [Billing and Collections](#)
- [Receivables](#)
- [Vendor Intercept/Offset](#)**
  - [Central Tables](#)
  - [Agency Tables](#)
- [Write Off](#)
- [Treasurer's Office](#)

## Vendor Intercept/Offset [Menu](#)

Tables pertaining to the vendor intercept/offset process in the system.

**▼ Central Tables**

These tables are maintained centrally by the Office of the Controller.

- [Entity \(ENTY\)](#)
- [Debt Type \(DBTYP\)](#)
- [Receivable Intercept Exception \(INTREX\)](#)
- [Intercept External Allocation \(INTEA\)](#)
- [Intercept Options \(IOPT\)](#)

**► Agency Tables**

These pages are updated by the individual agencies.

### Write Off Workspace

Accounts Receivable [Save All](#) [Close](#)

- [Cash Receipts](#)
- [Customer Maintenance](#)
- [Billing and Collections](#)
- [Receivables](#)
- [Vendor Intercept/Offset](#)
- [Write Off](#)**
  - [Document](#)
- [Treasurer's Office](#)

## Write Off [Menu](#)

This document allows you to process a transaction to write-off receivable or collection documents in Advantage Financial that are deemed uncollectible.

**▼ Document**

Process Write Off (W/O) document to write-off receivable or collection documents that are deemed uncollectible.

[Write Off \(W/O\)](#)

### Treasurer's Office Workspace

Accounts Receivable [Save All](#) [Close](#)

- [Cash Receipts](#)
- [Customer Maintenance](#)
- [Billing and Collections](#)
- [Receivables](#)
- [Vendor Intercept/Offset](#)
- [Write Off](#)
- [Treasurer's Office](#)**
  - [Deposit/Reconciliation](#)

## Treasurer's Office [Menu](#)

These tables are maintained by the State Treasurer's Office.

**▼ Deposit/Reconciliation**

These tables are used by the State Treasurer's Office to record and reconcile deposits.

- [Print Deposit Ticket \(DPSTK\)](#)
- [Deposit Reconciliation \(DPREC\)](#)
- [Deposit Exception \(DPEXC\)](#)
- [Confirmed Deposits \(DPCNF\)](#)
- [Deposit Detail \(DPRF\)](#)

## Document Code

The following table displays Account Receivable document description and document codes.

Business Process	eMARS	
	Document Code	Description
Invoice to a Customer	RE	Receivable
Receivable Credit Memo	RE	Receivable (Mod)
Receive Funds Electronically	CR	Cash Receipt
Receive Cash or Check	CR	Cash Receipt
Write Off	WO	Write Off

## Event Types

Event Types are used on the accounting line to signify what posting codes will be used while also bringing in specific rules for data entry concerning referenced transactions, customer codes, and all defined chart of account elements in the system. The default Event Type for an **RE** document is **AR01 (Bill Earned Revenue)**. The default Event Type for a Cash Receipt (**CR**) document referencing an **RE** is **AR02 (Collect Earned Revenue)**.

1. Open **Page Search**.
2. Enter **ETYP** for a listing of all event types and posting criteria. The **Event Types** used on a Receivable document begin with **AR**.
3. Select **Search** on the **Event Type** page.
4. Enter criteria to find for the specific **Event Type** you need.

### Event Type

Menu Quick Search

Event Type	Name	Active	Effective From	Effective To
✓ AR01	Bill Earned Revenue	true		
AR02	Collect Earned Revenue	true		
AR03	Write Off Earned Revenue - Direct Method	true		
AR04	Write Off Earned Revenue - Allowance Method	false		
AR05	Refer Earned Receivable to Collection Agency	false		

First Prev Next Last

Save Undo Delete Insert Copy Paste Search

▼ General Information

\*Event Type : AR01

\*Name : Bill Earned Revenue

\*Short Name : Bill Earned Rev

Description :

\*Event Category : REV

Effective From :

Effective To :

Active : ☒

Reserved Funding : No

Disbursement Request Update : ☐

Advances : ☐

FAPR Update : ☐

Eligible for Intercept Process : ☒

Customer Account Update Flag : ☒

Customer Account Update Type : Earned Revenue Billing

Accounting Classification : Revenue

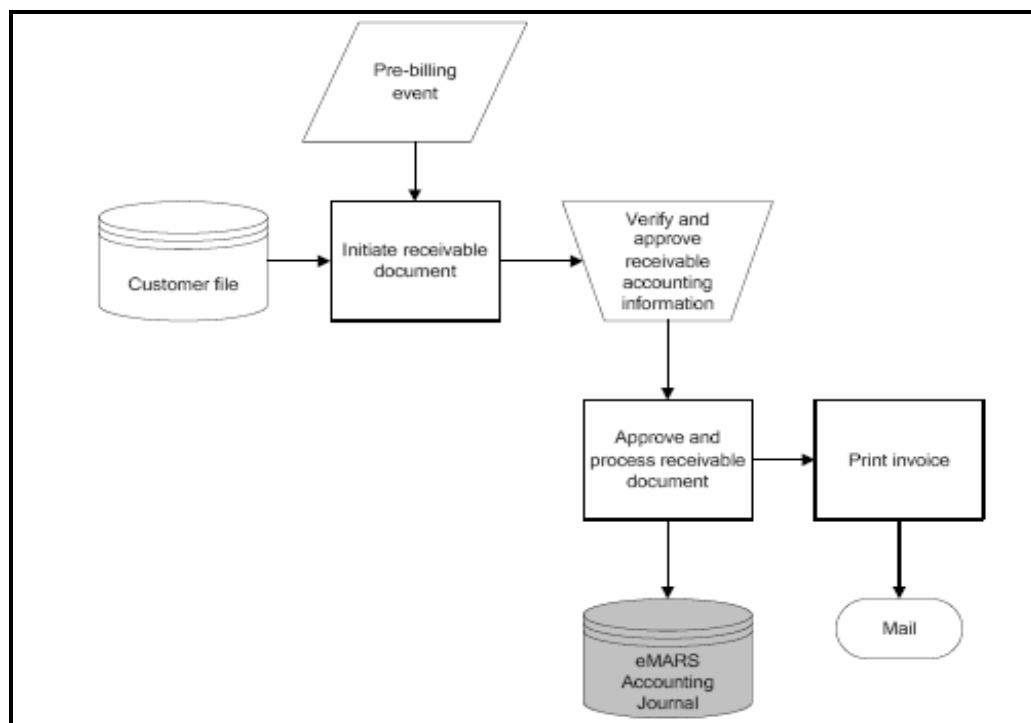
## 2 – Accounts Receivable

### Billing Process

The Billing process records and tracks receivable events in eMARS. Billing consists of activities undertaken to collect the money legally owed to the Commonwealth. It can be a revenue event if goods and services are provided; it can be a vendor refund owed to the Commonwealth; or it can be unearned revenue. Accounts Receivable generates invoices, statements or both to bill customers and allows you to view the information online.

The recording of the Billing event will primarily be performed by agencies in a decentralized environment. Agencies initiate the data entry, obtain approvals from the agency authority and process the billing. As a result, an invoice is printed at the agency site and sent to the customer. While agencies are responsible for tracking their own receivables, central office will also be able to monitor receivables at the statewide level via on-line inquiry and reports.

*Billing Process Flow*



## Billing Profile (BPRO) Table

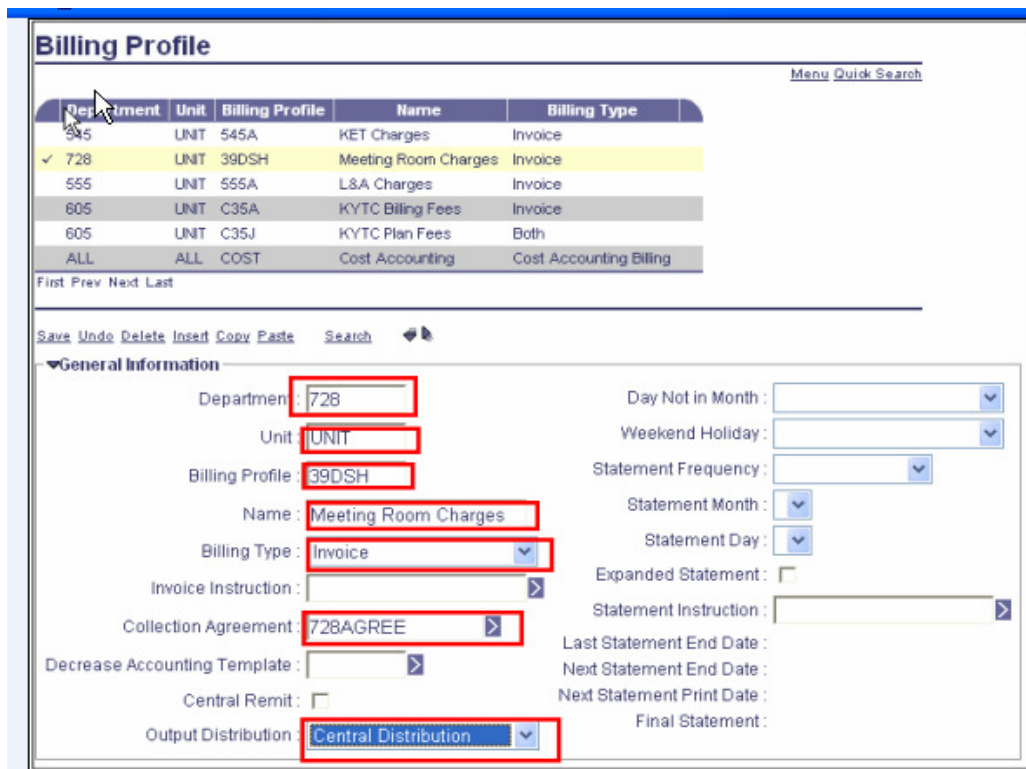
Before you can create a receivable for a customer, that customer must be established within eMARS with a Customer Account. The **Billing Profile (BPRO)** table defines basic characteristics of a customer bill. A **Billing Profile** combined with a customer code constitutes a Customer Account. Billing and collections have several tables that are interrelated. The parameters in these tables control the information necessary to generate and process customer invoices, statements, or both invoices and statements, dunning messages and collection letters.

The majority of setting up billing and collections is done when the system is implemented, but the information on these tables can be updated and new customers and customer accounts can be added. The **BPRO** table contains basic information about the remittance address, the billing frequency, billing cycle and billing characteristics for a customer or group of customers.

**The Billing Profile table will be maintained centrally by the Controller's Office.**

To enter a new **Billing Profile** or to find an existing **Billing Profile**:

1. Open **Search** from the Secondary Navigation panel.
2. Select **Page Search**.
3. Enter **BPRO** in the **Page Code** field.
4. Select **Browse**. A list of the Billing Profiles established in the system is returned.
5. Select **Insert** to enter a new **Billing Profile**.



Department	Unit	Billing Profile	Name	Billing Type
345	UNIT	545A	KET Charges	Invoice
✓ 728	UNIT	39DSH	Meeting Room Charges	Invoice
555	UNIT	555A	L&A Charges	Invoice
605	UNIT	C35A	KYTC Billing Fees	Invoice
605	UNIT	C35J	KYTC Plan Fees	Both
ALL	ALL	COST	Cost Accounting	Cost Accounting Billing

First Prev Next Last

Save Undo Delete Insert Copy Paste Search

**General Information**

Department: 728 Unit: UNIT Billing Profile: 39DSH Name: Meeting Room Charges Billing Type: Invoice Invoice Instruction: Collection Agreement: 728AGREE Decrease Accounting Template: Central Remit: Output Distribution: Central Distribution Day Not in Month: Weekend Holiday: Statement Frequency: Statement Month: Statement Day: Expanded Statement: Statement Instruction: Last Statement End Date: Next Statement End Date: Next Statement Print Date: Final Statement:

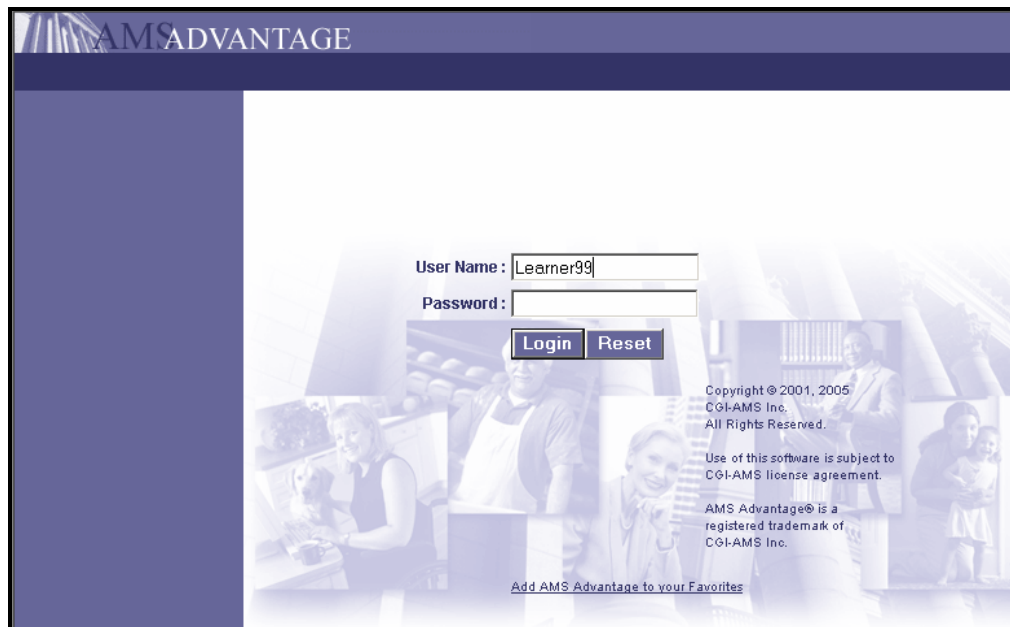
Departments can view or make changes to their existing profiles using the **Department Billing Profile (DBPRO)** table. It is a department specific view of the **BPRO** table.

## Exercise — Logging In to eMARS

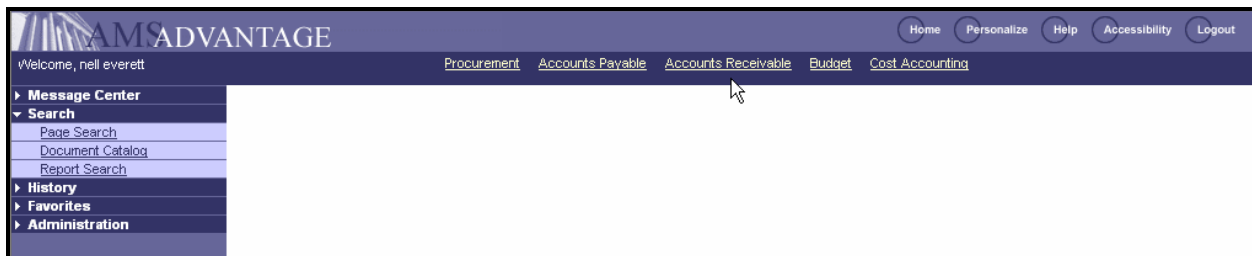
You will use a **Student ID** as your User Name to access the training database during class. These User Names are only set up for the training environment.

From the Login page, enter the following information:

Required Fields	Values
User Name	Enter your Student ID from your Student Card. <b>NOTE: User Names are case sensitive.</b>
Password	Enter your Password and click <b>Login</b> . <b>NOTE: Passwords are case sensitive.</b>



The **Home Page** appears.



## Exercise 1 — Establish a Billing Profile (BPRO) for a New Customer

### Scenario

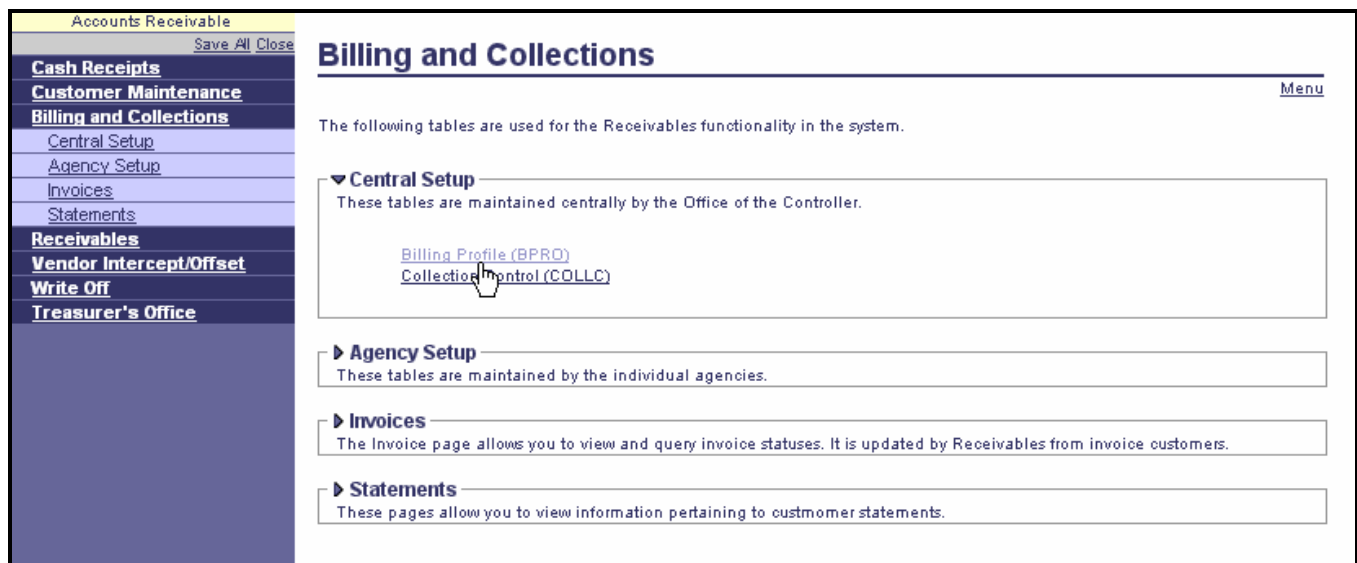
Your department has decided to charge for use of meeting space. You need to establish a Billing Profile for this charge. This **Billing Profile (BPRO)** will only be used by your department.

### Task Overview

Populate the **Billing Profile (BPRO)** table with the information for the new service.

### Procedures

1. Open the **Accounts Receivable Workspace**.
2. Select the **Billing and Collections** link in the **Secondary Navigation Panel**.
3. Select **Billing Profile (BPRO)** from the **Central Setup** section.



4. The **BPRO** table opens. Click **Insert**.

## Billing Profile

Menu Quick Search

Department	Unit	Billing Profile	Name	Billing Type
545	UNIT	545A	KET Charges	Invoice
✓ 728	UNIT	39DSH	Meeting Room Charges	Invoice
555	UNIT	555A	L&A Charges	Invoice
605	UNIT	C35A	KYTC Billing Fees	Invoice
605	UNIT	C35J	KYTC Plan Fees	Both
ALL	ALL	COST	Cost Accounting	Cost Accounting Billing

First Prev Next Last

Save Undo Delete Insert Copy Paste Search

### General Information

Department: 728  
Unit: UNIT  
Billing Profile: 39DSH  
Name: Meeting Room Charges  
Billing Type: Invoice  
Invoice Instruction:   
Collection Agreement: 728AGREE  
Decrease Accounting Template:   
Central Remit: ☐  
Output Distribution: Central Distribution

Day Not in Month:   
Weekend Holiday:   
Statement Frequency:   
Statement Month:   
Statement Day:   
Expanded Statement: ☐  
Statement Instruction:   
Last Statement End Date:   
Next Statement End Date:   
Next Statement Print Date:   
Final Statement:

5. A blank **General Information** page opens. Enter the following information:

Required Fields	Values
Department	See Student Card
Unit	UNIT
Billing Profile	Student ID# + Initials
Name	Meeting Room Charges
Billing Type	Invoice – Select from the Drop Down List
Collection Agreement	Select your Dept from the Pick List
Output Distribution	Central Distribution – Select from the Drop Down List



Organization/Contact Information Section – **BPRO** Table

▼Organization/Contact Information

Pay To

Kentucky State Treasury

Remit To Name :

Remit To Division :

Street 1

123 Main

Street 2 :

City :

Frankfort

State :

KY

Zip :

40601

County :

Country :

Contact :

Use Default Intercept Remittance :

☐

6. Open the **Organization/Contact Information** section. Enter the following information:

Required Fields	Values
Pay To	Kentucky State Treasury
Street	123 Main St
City	Frankfort
State	KY
Zip	40601

- Click **Save** at the top of the page.
- You have successfully created a Billing Profile.
- Click the **Home** Action Button to return to the **Home** page.

## Locating a Billing Profile

You can locate your **Billing Profile (BPRO)** 2 ways, by accessing the table from **Search** on the **Secondary Navigation Panel**, and by accessing the **Accounts Receivable Workspace** from the **Primary Navigation Panel**.

You can locate and view your **Billing Profile (BPRO)** by entering **BPRO** on **Page Search**.

1. Click on **Search**.
2. Click on **Page Search**.
3. In the **Page Code** field of the **Page Search** enter **BPRO**.
4. Click **Browse**.
5. Click on the **Billing Profile Link**.

The second way to locate and view the Billing Profile you have set up is by accessing the Accounts Receivable Workspace:

1. Click the **Accounts Receivable Workspace link**.
2. Select **Billing and Collections** and open the **BPRO** table.
3. Click **Search**. Enter any of the search criteria.
4. Click **OK**. The **Billing Profile** for your new charges populates.
5. Return to the **Home Page** by selecting **Home**.

## Customer Accounts

A **Customer** is a private entity to whom the Commonwealth of Kentucky provides goods or services. This **customer** transacts with the Commonwealth to pay for the goods or services received. A common example of a customer is an individual who remits payment to the Commonwealth to pay for a professional license, taxes, or use of public facilities.

There are two types of **customers** within eMARS: **regular** and **miscellaneous**. When a code for a regular **customer** is entered on a Receivable document, name and address information associated with the code is inferred from the **Vendor/Customer (VCUST) table** and the customer name and address information is stored on the Receivable document.

Miscellaneous **customer** accounts are generally used for one-time **customers** only and for summary receivables. When a code for a miscellaneous customer is entered on a Receivable document, the name and address associated with the customer is not inferred and you must enter the information on the Receivable document manually. A **miscellaneous customer** entered in a summary receivable does not require the customer address information. However, if you enter the customer name and address information, it will be stored with the Receivable document. **The customer code cannot be changed after the Receivable document is accepted.**

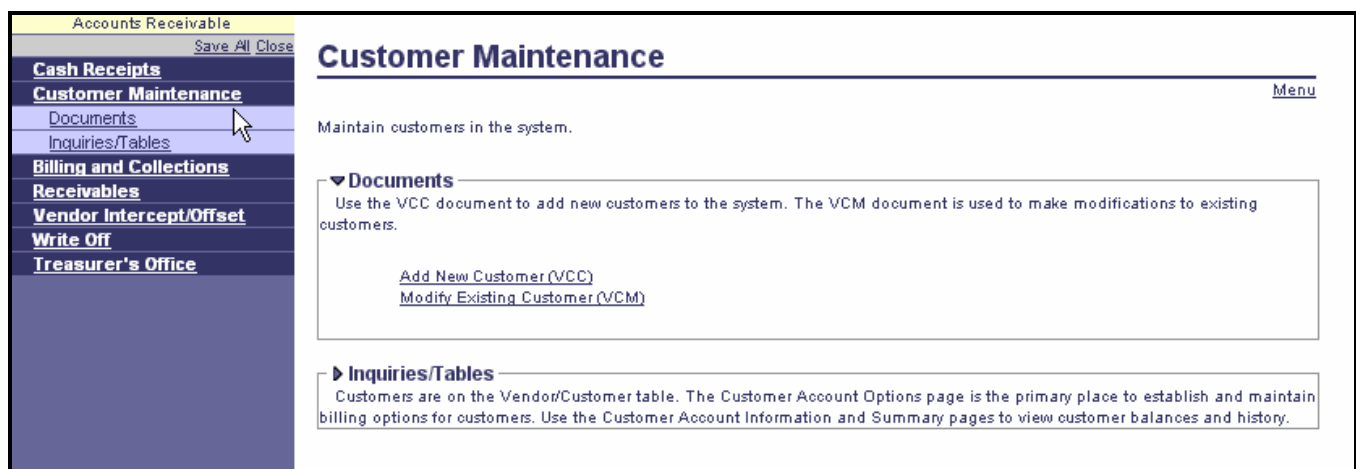
## Establishing a Customer

Before you can create a receivable for a customer, that customer must be established within eMARS. In addition, a **Customer Account (CACT)** must be created. The **Customer Account** links the relationship between the **Customer (CACT)** and a **Billing Profile (BPRO)** and tracks receivables, payments, and other financial information at the customer account level. A Customer Account is specific to a department unless the account is set up with a designation of ALL in the Department Code.

To establish a customer, the **VCC** document is used.

1. Open the **Accounts Receivable Workspace**
2. Select the **Customer Maintenance link** from the **Secondary Navigation Panel**.
3. Click **Add New Customer (VCC)** in the **Customer Maintenance Documents** section.

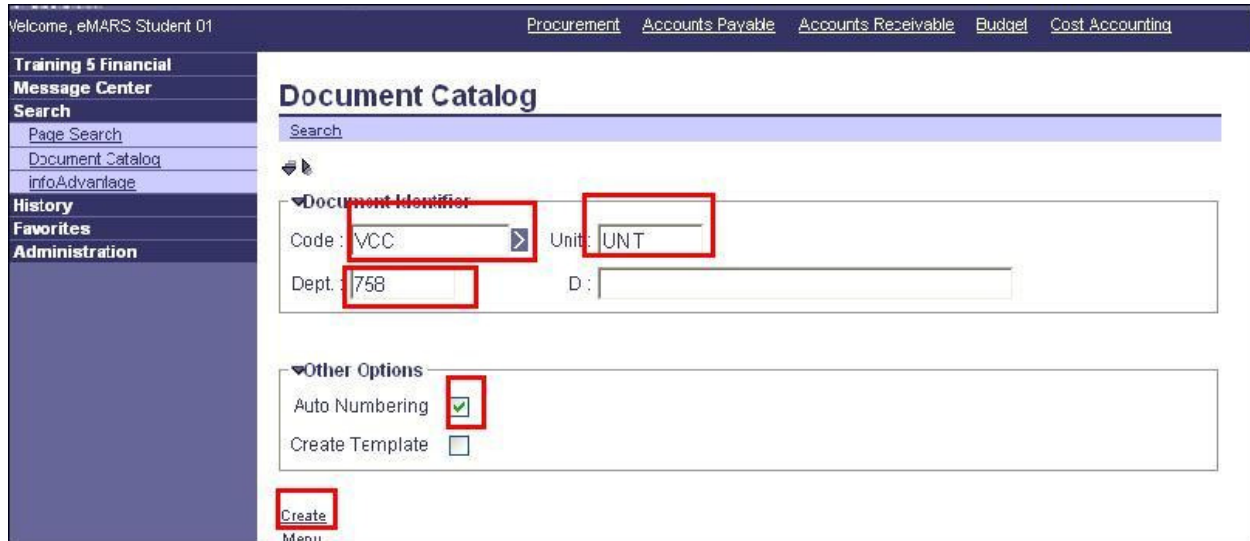
*Customer Maintenance Workspace*



The screenshot displays the 'Customer Maintenance' workspace. On the left, a vertical navigation menu under 'Accounts Receivable' includes options like 'Cash Receipts', 'Customer Maintenance' (which is highlighted), 'Documents', 'Inquiries/Tables', 'Billing and Collections', 'Receivables', 'Vendor Intercept/Offset', 'Write Off', and 'Treasurer's Office'. The main content area is titled 'Customer Maintenance' and has a 'Menu' link in the top right. Below the title, it says 'Maintain customers in the system.' There are two main sections: '▼ Documents' and '► Inquiries/Tables'. The 'Documents' section contains the instruction: 'Use the VCC document to add new customers to the system. The VCM document is used to make modifications to existing customers.' and two links: 'Add New Customer (VCC)' and 'Modify Existing Customer (VCM)'. The 'Inquiries/Tables' section contains the instruction: 'Customers are on the Vendor/Customer table. The Customer Account Options page is the primary place to establish and maintain billing options for customers. Use the Customer Account Information and Summary pages to view customer balances and history.'

The **Document Catalog** opens to a **VCC** document creation.

4. Click **Create**. Enter **Dept. Code**, **Unit Code**.
5. Check **Auto Numbering**.
6. Click **Create**. The **VCC** document opens to the Header.



The screenshot shows the eMARS Document Catalog interface. The left sidebar contains navigation links: Training 5 Financial, Message Center, Search (with sub-links Page Search, Document Catalog, Info Advantage), History, Favorites, and Administration. The main content area is titled "Document Catalog" and includes a search bar. Below the search bar is a "Document Identifier" section with fields for Code (VCC), Unit (UNT), Dept. (758), and D. ( ). The "Other Options" section has checkboxes for Auto Numbering (checked) and Create Template (unchecked). A red box highlights the "Create" button at the bottom left of the form.

7. Click the **Vendor/Customer** section to enter data.

During the initial creation of a customer, the Customer Account will be created based on information in the Customer Account subsection of the **VCC** document.

### VCC Document – Vendor/Customer Section

Accounts Receivable

VCC - 728- 0700000002- 1- New- Draft

Save Restart Save All

Document View

- Header
- Vendor/Customer
- General Information
- Headquarters
- Account Indicators
- Organization
- Disbursement Options
- Prenote/EFT
- Remittance Advice
- Vendor Terms
- Accounts Receivable
- eMARS
- Address
- Customer Account
- 1099 Reporting Information
- Business Type
- Service Area
- Commodity
- Authorized Dept.
- Prevent Spending
- Certification

Vendor/Customer Legal Name Active From

First Prev Go To Next Last

General Information

Vendor/Customer: Organization Type: Individual

Auto Generate: ☒ First Name: Joe

Legal Name: Middle Name: L

Alias/DBA: Last Name: Jones

Location Name: 8726 Vendor Road Company Name:

Department: Active From:

Unit:

### VCC Document – Address Section

Document View

- Header
- Vendor/Customer
- Address
- Address Information
- Contact Information
- Contact Address Information
- Customer Account
- 1099 Reporting Information
- Business Type
- Service Area
- Commodity
- Authorized Dept.
- Prevent Spending
- Certification
- Document Comments
- Document History
- Document Reference
- Future Triggering

VCC - 758- 0600000010- 1- New- Final

Action Menu

Address ID	Address Type	Street 1	City	State/Province	Zip/Postal Code	Additional Address Info.
AD001	Billing	PO Box 875	Lawrenceburg	KY	40495	

Insert New Line Insert Copied Line

First Prev Go To Next Last

Vendor/Customer 1.

Vendor/Customer: VC0000100007 Active From:

Mercer County Schools Active To:

Address Type: Billing

Default Record: ☐

Division/Department:

Mail Returned: ☐

Additional Address Info.: Bypass Address Validation: ☐

Address Information

Address ID: AD001 Country Phone Code: 1

Auto Generate: ☒ Phone:

Street 1: PO Box 875 Phone Extension:

Street 2:

County: County Name:

City: Lawrenceburg

State/Province: KY Country: US

Zip/Postal Code: 40495

**VCC Document – Customer Account Section**

**Document View**

- ✓ Header
- Vendor/Customer
- ✓ Address
- ✓ Customer Account
- General Information
- Third Party Options
- 1099 Reporting Information
- Business Type
- Service Area
- Commodity
- Authorized Dept.
- Prevent Spending
- Certification
- Document Comments
- Document History
- Document Reference
- Future Triggering

**VCC - 758- 0600000010- 1- New- Final** Action Menu

Vendor/Customer	Legal Name	Billing Profile	Dept	Unit	Billing Type	Address ID
✓ VC0000100007	Mercer County Schools	545A	545	UNIT	Invoice	AD001

Insert New Line Insert Copied Line First Prev Go To Next Last

[Address 1: >](#)

---

**General Information**

Vendor/Customer: VC0000100007

Mercer County Schools

Address ID: AD001

Dept: 545

Unit: UNIT

Billing Profile: 545A

KET Charges

Billing Type: I

Billing Location:

Suppress Billing: ☐

Suppress Past Due Billing: ☐

Collection Cycle:

Electronic File Type:

File Prefix:

**Third Party Options**

[Top](#)

Edit Print Copy Forward Close

**VCC Document – Certification Section**

**Document View**

- ✓ Header
- Vendor/Customer
- ✓ Address
- ✓ Customer Account
- 1099 Reporting Information
- Business Type
- Service Area
- Commodity
- Authorized Dept.
- Prevent Spending
- ✓ Certification
- Certification Status
- Document Comments
- Document History
- Document Reference
- Future Triggering

**VCC - 758- 0600000010- 1- New- Final** Action Menu

Legal Name	Vendor Active Status	Customer Active Status
✓ Mercer County Schools	Inactive	Active

Insert New Line Insert Copied Line First Prev Go To Next Last

[Vendor/Customer 1: >](#)

---

Vendor/Customer: VC0000100007

Mercer County Schools

**Certification Status**

Vendor Active Status: Inactive

Vendor Approval Status: Incomplete

Customer Active Status: Active

Customer Approval Status: Complete

[Top](#)

[Menu](#)

Edit Print Copy Forward Close

If the customer already exists on the **VCUST** table, but does not have a **Customer Account** with the appropriate **Billing Profile (BPRO)** established, a new **Customer Account** can be created by:

1. Open **Search** from the **Secondary Navigation panel**.
2. Select **Page Search**,
3. Enter **CACT** in the **Page Code** field
4. Select **Browse**. The **CACT** page opens.
5. Enter a valid **Customer ID**, **Address ID**, and **Billing Profile (BPRO)**.  
Other information related to the specific Customer Account can be entered.
6. Click **Save**.

### Customer Account Options Page

#### Customer Account Options

[Menu](#)
[Quick Search](#)

Customer	Name	Billing Profile	Department	Unit	Billing Type	Address ID
✓ VC0000100007	Mercer County Schools	545A	545	UNIT	Invoice	AD001
VC0000100006	Joe C Keltner	555A	555	UNIT	Invoice	AD001
VC0000100003	Kentucky American Water	C35J	605	UNIT	Both	AD002

[First](#)
[Prev](#)
[Next](#)
[Last](#)

[Save](#)
[Undo](#)
[Delete](#)
[Insert](#)
[Copy](#)
[Paste](#)
[Search](#)

##### General Information

Customer: VC0000100007  
Mercer County Schools  
Address ID: AD001  
Billing Profile: 545A  
Department: 545  
Unit: UNIT  
KET Charges  
Billing Type: Invoice  
Final Statement:  
Billing Location: Customer Only

Suppress Billing: ☐  
Suppress Past Due Billing: ☐  
Bill Parent: false  
Collection Cycle:  
Electronic File Type:  
File Prefix:

## Exercise 2 - Create a Customer Account using the VCC document

### Scenario

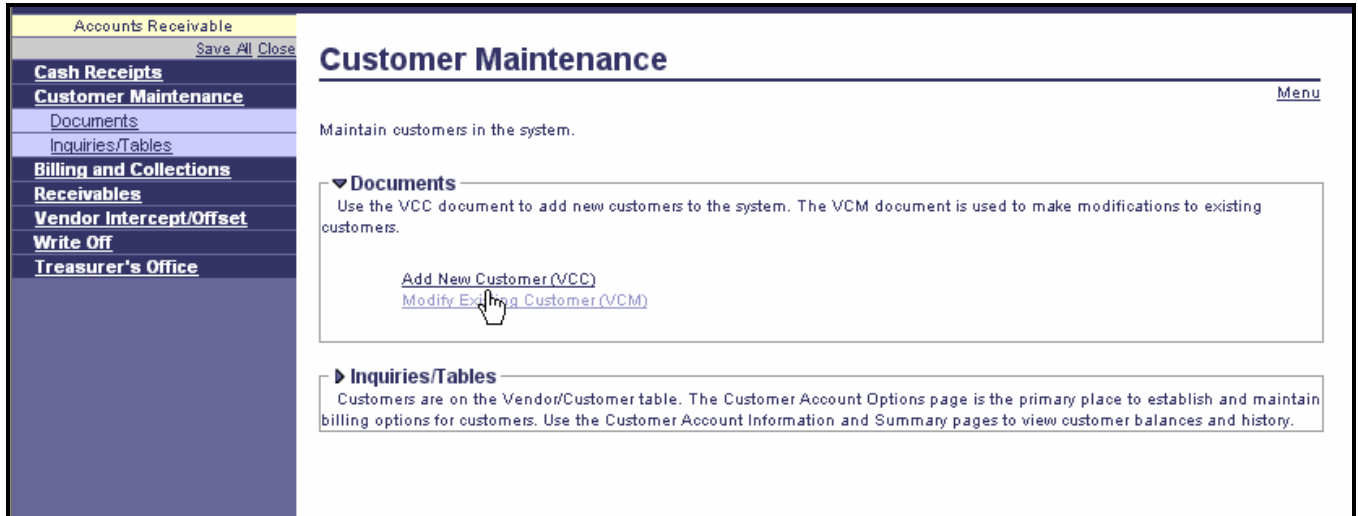
The Commonwealth is doing business with a new customer and you need to establish a **Customer Account**. This customer will be used by all departments.

### Task Overview

You have already set up a **Billing Profile** in the previous exercise. You now need to establish the customer on the **Customer Account (CACT)** table using the **VCC** document. You will select a name and profile for the customer to complete the exercise.

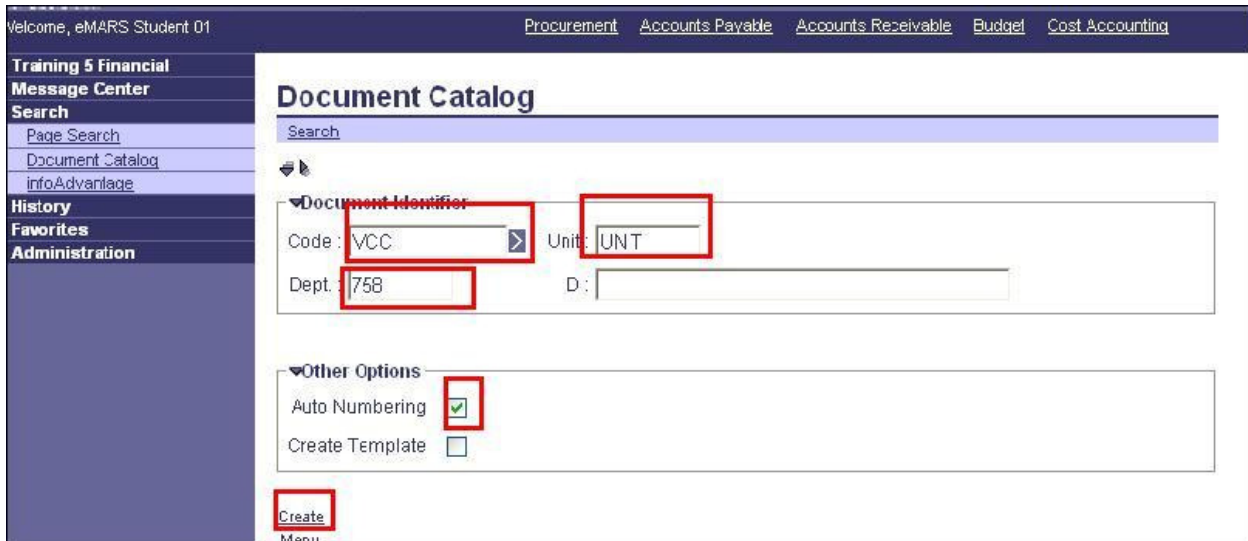
### Procedures

1. Open the **Accounts Receivable Workspaces**.
2. Select the **Customer Maintenance** link from the **Secondary Navigation Panel**. The Documents section opens.
3. Select **Add New Customer (VCC)**. The **Document Catalog** opens to the **VCC** Documents list.

The screenshot shows the eMARS web application interface. On the left is a dark blue navigation panel with a yellow header "Accounts Receivable" and a "Save All Close" button. The panel lists several menu items: "Cash Receipts", "Customer Maintenance" (highlighted), "Documents", "Inquiries/Tables", "Billing and Collections", "Receivables", "Vendor Intercept/Offset", "Write Off", and "Treasurer's Office". The main content area is titled "Customer Maintenance" and has a "Menu" link in the top right. Below the title, it says "Maintain customers in the system." There are two sections: "Documents" and "Inquiries/Tables". The "Documents" section has a description: "Use the VCC document to add new customers to the system. The VCM document is used to make modifications to existing customers." It contains two links: "Add New Customer (VCC)" and "Modify Existing Customer (VCM)". A mouse cursor is pointing at the "Add New Customer (VCC)" link. The "Inquiries/Tables" section has a description: "Customers are on the Vendor/Customer table. The Customer Account Options page is the primary place to establish and maintain billing options for customers. Use the Customer Account Information and Summary pages to view customer balances and history."



1. Click **Create**.
2. Enter the **Dept. Code** and **Unit Code** from your Student Card.
3. Select **Auto Numbering**.
4. Click **Create**. The **VCC** document opens to the **General Information** section. You will not complete any information in the Header.



Welcome, eMARS Student 01

Procurement Accounts Payable Accounts Receivable Budget Cost Accounting

**Training 5 Financial**  
**Message Center**  
**Search**  
Page Search  
Document Catalog  
Info Advantage  
**History**  
**Favorites**  
**Administration**

### Document Catalog

Search

**Document Identifier**

Code : VCC Unit : UNT

Dept. : 758 D. :

**Other Options**

Auto Numbering ☒

Create Template ☐

Create

5. Click **Vendor/Customer** from the **Secondary Navigation** panel. The page opens to the General Information section available for editing.

6. Enter the following information:

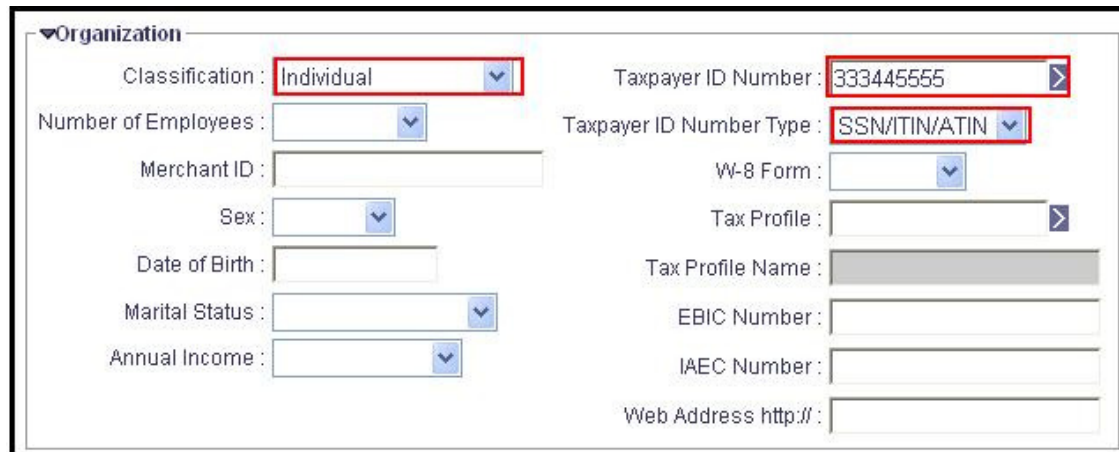
Required Fields	Values
Auto Generate	Check this box to produce a system-generated vendor code
Organization Type	Select Individual
First Name	Enter your first name
Middle Name	Enter your middle initial
Last Name	Enter your last name
Location Name	Enter your street address

Welcome, eMARS Student 01  
 VCC 758 0700000001 1  
 Document View  
 ✓ Header  
 ✓ Vendor/Customer  
 General Information  
 Headquarters  
 Account Indicators  
 Organization  
 Disbursement Options  
 Prenote/EFT  
 Remittance Advice  
 Vendor Terms  
 Accounts Receivable  
 eMALL  
 Address  
 Customer Account  
 1099 Reporting Information  
 Business Type  
 Service Area  
 Commodity  
 Authorized Dept.  
 Prevent Spending  
 Certification  
 Document Comments  
 Document History  
 Document Reference

Procurement Accounts Payable Accounts Receivable General Cost Accounting  
 VCC - 758- 0700000001- 1- New- Draft  
 Action Menu  
 Vendor/Customer Legal Name Active From  
 ✂️ 📄 ✓  
 First Prev Go To Next Last  
 General Information  
 Vendor/Customer :  Organization Type : Individual  
 Auto Generate : ☒ First Name : Enter First Na  
 Legal Name :  Middle Name : Enter Middle  
 Alias/DBA :  Last Name : Enter Last  
 Location Name : Enter Street Address Company Name :   
 Department :  Active From :   
 Unit :

7. Open the **Organization** subsection. Enter the following information:

Required Fields	Values
Classification	Select Individual from the Drop Down
Tax ID Number	Enter 333445555 (mock SSN) (Enter 999999999 if the customer will not provide the number.)
Taxpayer ID Number Type	SSN/ITIN/ATIN



▼Organization

Classification: Individual Taxpayer ID Number: 333445555

Number of Employees: Taxpayer ID Number Type: SSN/ITIN/ATIN

Merchant ID: W-8 Form:

Sex: Tax Profile:

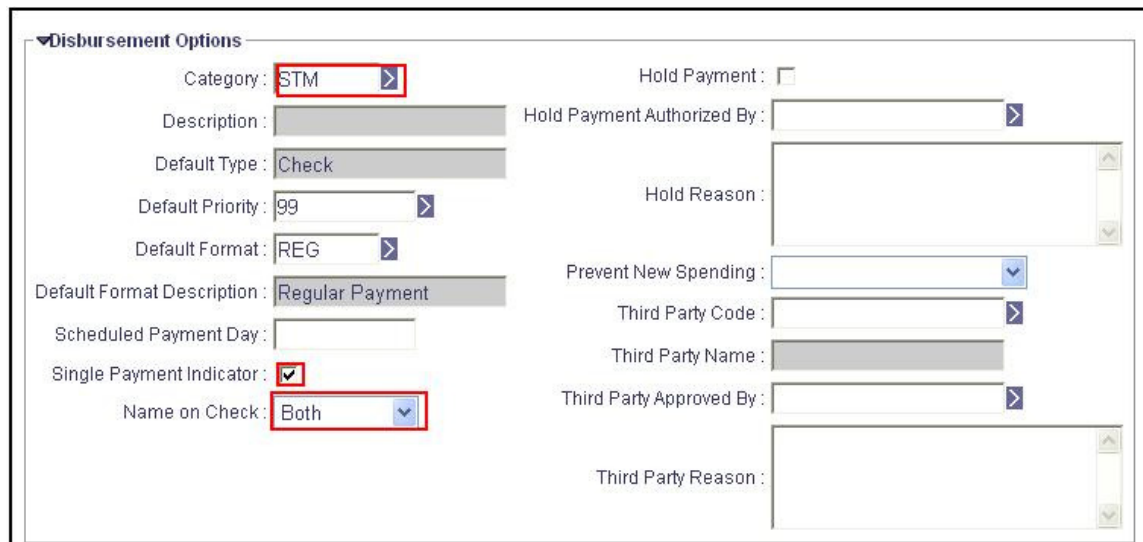
Date of Birth: Tax Profile Name:

Marital Status: EBIC Number:

Annual Income: IAEC Number:

Web Address http://:

### Disbursement Options



▼Disbursement Options

Category: STM Hold Payment: ☐

Description: Hold Payment Authorized By:

Default Type: Check

Default Priority: 99

Default Format: REG

Default Format Description: Regular Payment

Scheduled Payment Day:

Single Payment Indicator: ☒

Name on Check: Both

Hold Reason:

Prevent New Spending:

Third Party Code:

Third Party Name:

Third Party Approved By:

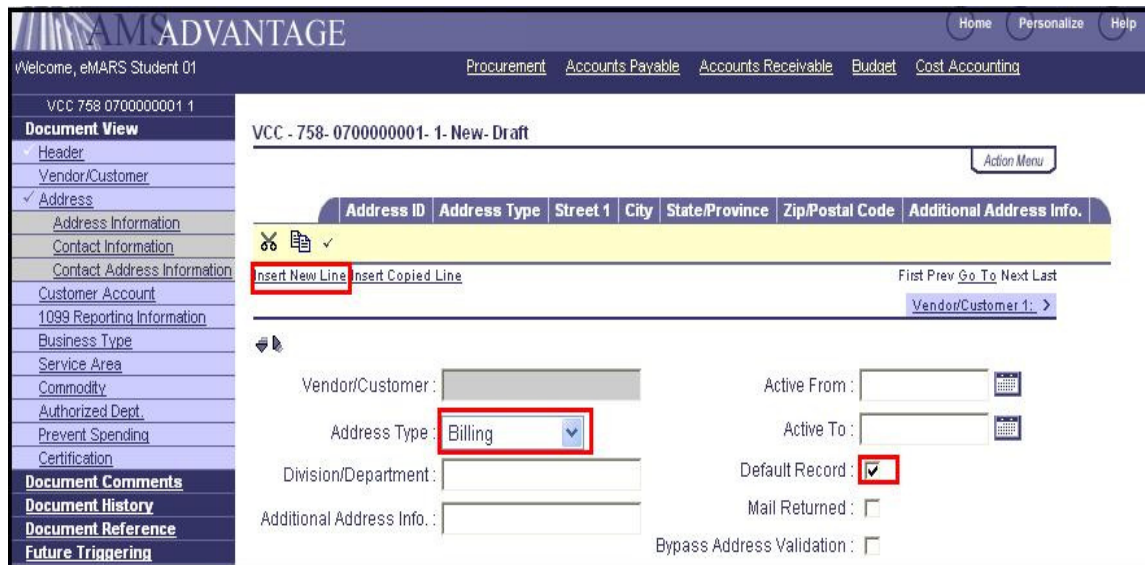
Third Party Reason:

8. Enter the following information in the **Disbursement Options** subsection.

Required Fields	Values
Category	Select STM from the Pick List
Single Payment Indicator	Check the Box
Name on Check	Select Both from the Drop Down List

9. Click **Save** on the **Document Toolbar** at the bottom of the page. The **Customer/Vendor** number field will populate.
10. Select **Address** on the **Secondary Navigation panel**.
11. Click **Insert New Line** at the top of the page.
12. Enter the following information:

Required Fields	Values
Address Type	Billing - Select from the Drop Down
Default Record	Check this box



AM ADVANTAGE

Welcome, eMARS Student 01

Procurement Accounts Payable Accounts Receivable Budget Cost Accounting

VCC 758 0700000001 1

**Document View**

- Header
- Vendor/Customer
- ✓ Address
- Address Information
- Contact Information
- Contact Address Information
- Customer Account
- 1099 Reporting Information
- Business Type
- Service Area
- Commodity
- Authorized Dept.
- Prevent Spending
- Certification
- Document Comments
- Document History
- Document Reference
- Future Triggering

VCC - 758- 0700000001- 1- New- Draft

Action Menu

Address ID	Address Type	Street 1	City	State/Province	Zip/Postal Code	Additional Address Info.
<div>✂️ 📄 ✓</div> <div>Insert New Line Insert Copied Line</div> <div>First Prev Go To Next Last</div>						

Vendor/Customer 1: >

Vendor/Customer:

Address Type: **Billing** ▼

Division/Department:

Additional Address Info.:

Active From:

Active To:

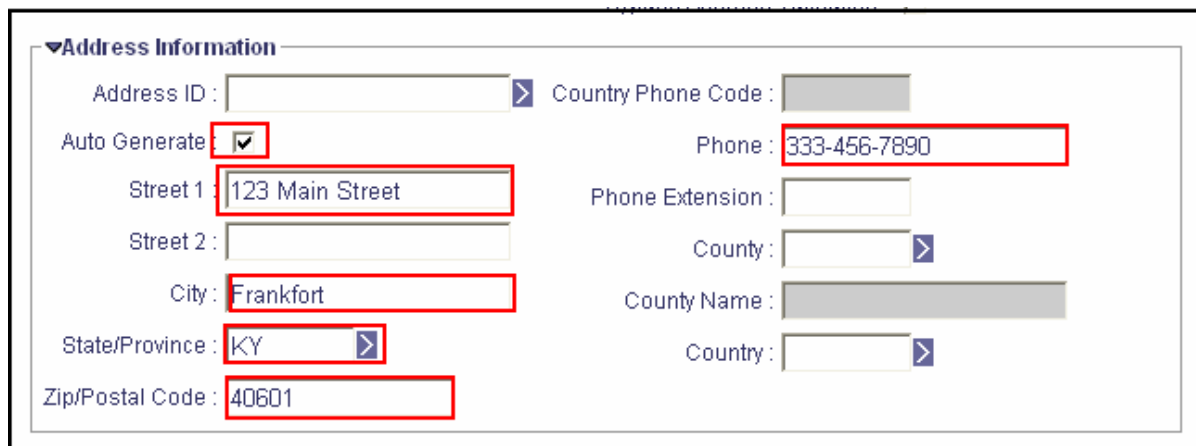
Default Record: ☒

Mail Returned: ☐

Bypass Address Validation: ☐

13. Open the **Address Information** section. Enter the following information:

Required Fields	Values
Auto Generate	Select this box. This will automatically generate the address code.
Street 1	123 Main Street
City	Frankfort
State/Province	Ky
Zip Code/Postal Code	40601
Phone	333-456-7890



▼Address Information

Address ID :  Country Phone Code :

Auto Generate : ☒ Phone :

Street 1 :  Phone Extension :

Street 2 :  County :

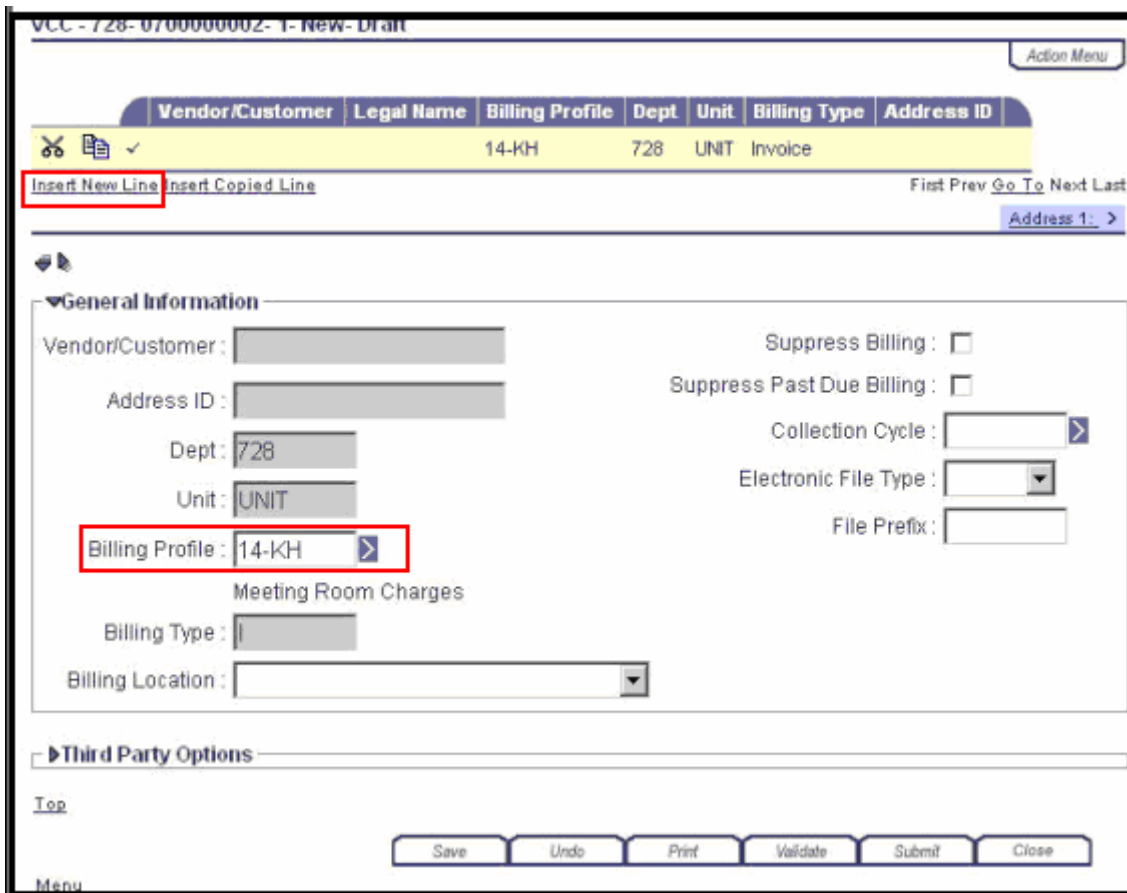
City :  County Name :

State/Province :  Country :

Zip/Postal Code :

14. Click **Save** on the **Document Toolbar**. Notice the Vendor/Customer field is now populated.

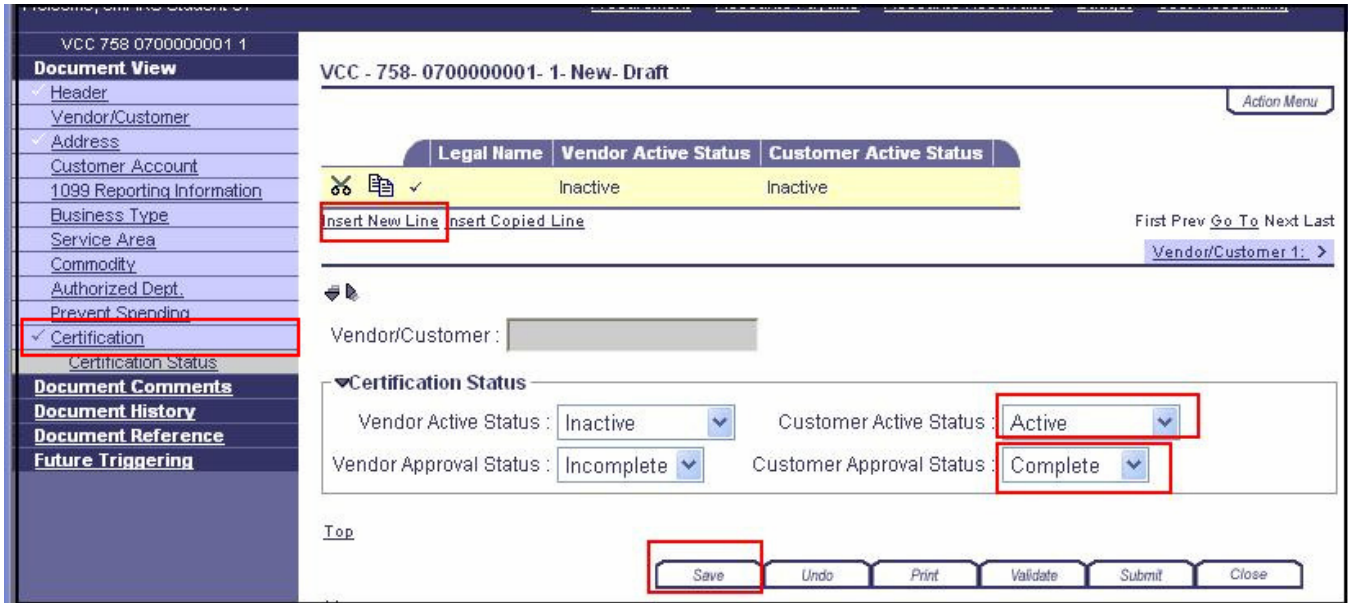
15. Open the **Customer Account** section on the **Secondary Navigation** panel. The **Customer Account** page opens.
16. Click **Insert New Line**.
17. Select **Billing Profile (BPRO)** from the **Pick List**. Select the profile you created in the previous exercise for meeting room charges.



18. Click **Save** on the **Document Toolbar** to save the record.

19. Open the **Certification** section from the **Secondary Navigation** panel.

20. Click **Insert New Line** and enter the following information:



Required Fields	Values
Customer Active Status	<b>Active</b> - Select from the Drop Down List
Customer Approval Status	<b>Complete</b> - Select from the Drop Down List

NOTE: **Vendor Active Status** should be *Inactive*

**Vendor Approval Status** should be *Incomplete*. These should be the default values for new customers.

When setting up an existing vendor as a customer, **Vendor Active Status** will be *Active* and **Vendor Approval Status** will be *Complete*.

21. Click **Save** and **Validate** on the **Document Toolbar**. Correct any errors and click **Validate** again.

22. Click **Submit**. You have successfully set up a **Customer Account**.

23. Click **Close** on the **Document Toolbar** to close the document. This returns you to the **Workspaces** open page.

24. Select **Vendor Customer Table (VCUST)** from the **Secondary Navigation** panel.
25. Click **Search**.
26. Enter your last name into search criteria and click **OK**. Your Customer record is returned.
27. Click **Quick Search** in the upper right corner. **Page Search** opens.

## Vendor/Customer

[Menu](#)
[Quick Search](#)

Vendor/Customer	Legal Name	Vendor Active Status	Customer Active Status
First Prev Next Last			

28. Enter **CACT** in the **Page Code** field to open the **Customer Account Search** page.
29. Click on the **Customer Account Options link** to review the **Customer Account** table (**CACT**).

## Page Search

Category : 
Page Type : 
Description : 
Page Code :

[Browse](#)
[Clear](#)

Description	Page Code
✓ <a href="#">Customer Account Options</a>	CACT

First Prev Next Last
[Open With Data](#)



Customer Account (**CACT**) TABLE

## Customer Account Options

[Menu](#) [Quick Search](#)

Customer	Name	Billing Profile	Department	Unit	Billing Type	Address ID
✓ VC0000088569	OLDHAM COUTNY PUBLIC LIBRARY	545A	545	UNIT	Invoice	AD001
VC0000094113	ROSE HILL CHRISTIAN CC	545A	545	UNIT	Invoice	AD001
VC0000097533	REGIONAL PUBLIC SAFETY	545A	545	UNIT	Invoice	AD001
VC0000097669	MURRAY STATE UNIVERSITY	545A	545	UNIT	Invoice	AD001
VC0000099007	SHELBY COUNTY HIGH SCHOOL	545A	545	UNIT	Invoice	AD001

First Prev [Next](#) [Last](#)

Save [Undo](#) Delete Insert [Copy](#) [Paste](#) [Search](#) 

### General Information

Customer :	<input type="text" value="VC0000088569"/>	Suppress Billing :	<input type="checkbox"/>
	OLDHAM COUTNY PUBLIC LIBRARY	Suppress Past Due Billing :	<input type="checkbox"/>
Address ID :	<input type="text" value="AD001"/>	Bill Parent :	<input type="text" value="false"/>
Billing Profile :	<input type="text" value="545A"/>	Collection Cycle :	<input type="text"/>
Department :	<input type="text" value="545"/>	Electronic File Type :	<input type="text"/>
Unit :	<input type="text" value="UNIT"/>	File Prefix :	<input type="text"/>
KET Charges			
Billing Type :	<input type="text" value="Invoice"/>		
Final Statement :	<input type="text"/>		
Billing Location :	<input type="text" value="Customer Only"/>		

30. Click the **Home** Action Button to return to the **Home** Page.

## Receivable (RE) Document

A **Receivable (RE)** Document is used to bill customers for goods or services. It is an accounting transaction that triggers the billing process and tracks receivable events to recognize that money earned now will be received in the future. Invoices are sent to customers for goods and services provided and/or fulfillment of an order, completion of work, etc. The billing process records amounts legally owed to the Commonwealth. It can be a revenue event, a vendor refund or it can be unearned revenue. There are two types of receivables:

- **Regular Receivable** – This is the default receivable and typically results in the generation of an invoice or statement to bill customers within eMARS. A regular receivable is eligible for the accrual of finance charges and other collection actions.
- **Summary Receivable** – A Summary Receivable is used to record accounts receivable information maintained in separate systems outside eMARS. Summary receivables are used to facilitate budget control and reporting. They help link processes occurring outside eMARS to the overall revenue/receivable management numbers tracked within eMARS. For agencies using their own accounts receivable subsystems, summary receivable information can be sent from the offline system, or manually entered and recorded as an accounting event in eMARS. Invoices are not produced for these summary receivables.

To create an **RE** document,

1. Open the **Accounts Receivable Workspace**.
2. Select **Receivables** from the **Secondary Navigation Panel**.
3. Click on the **Receivable Document (RE)** link in the **RE Document** section.
4. The **Document Catalog** opens with the **RE** document list populated.
5. Click **Create**.
6. Enter the **Dept. Code, Unit Code**.
7. Select **Auto Numbering** to create a new **RE** document. The new **RE** document opens to the **Header General Information** section.

### RE Document – Header Section

RE 075 0600000022 2

**Document View**

- ✓ Header
- General Information
- Additional Amounts
- Additional Dates
- Extended Description
- Document Information
- Vendor
- Accounting
- Posting
- Document Comments
- Document History
- Document Reference
- Future Triggering

**RE - 075- 0600000022- 2- Modification- Draft** Action Menu

---

**General Information**

Document Name :  Reclassification Date :

Record Date :  Reclassification Held : ☐

Budget FY :  Document Dispute Status :

Fiscal Year :

Period :

Document Description :

Actual Amount : \$250.00

Closed Amount : \$0.00

Closed Date :

Additional Amounts

Additional Dates

Extended Description

Document Information

[Top](#)

### RE Document – Vendor Section

RE 075 0600000022 2

**Document View**

- ✓ Header
- ✓ Vendor
- General Information
- Billing / Collection Information
- Accounting
- Posting
- Document Comments
- Document History
- Document Reference
- Future Triggering

**RE - 075- 0600000022- 2- Modification- Draft** Action Menu

---

Document Code	Doc Dept	Document Identifier	Document Vendor Number
✓ RE	075	0600000022	26

First Prev Go To Next Last

Accounts Receivable Correspondence

---

**General Information**

Vendor Customer :  Vendor Contact ID :

Billing Profile :  Vendor Contact Name :

Legal Name :  Vendor Contact Phone :

Alias/DBA :  Vendor Contact Phone Ext. :

Address Code :  Vendor Contact Email :

Address Line 1 :  Fax :

Address Line 2 :  Fax Extension :

City :  Web Address http:// :

State :  Misc Account : ☐

Zip :  Receivable Type :

Country :  AR Dept :

County :  AR Unit :

**RE Document Accounting Section**

RE 075 0600000022 2

**Document View**

- ✓ Header
- ✓ Vendor
- ✓ Accounting
- General Information
- Reference
- Fund Accounting
- Detail Accounting
- Additional Information
- Extended Description
- Posting
- Document Comments**
- Document History**
- Document Reference**
- Future Triggering**

**RE - 075- 0600000022- 2- Modification- Draft**

[Action Menu](#)

Accounting Line	Line Amount	Line Closed Amount	Event Type
1	\$250.00	\$0.00	AR01

[Insert New Line](#) [Insert Copied Line](#)

First Prev [Go To](#) Next Last

[Vendor 1: Joe C Keltner >](#)

**General Information**

Event Type :

Line Type :

Line Type Name : Principal

Accounting Template :

Line Description :

Line Amount :

Line Closed Amount : \$0.00

Line Closed Date :

Budget FY :

Fiscal Year :

Period :

Billing Rate :

Quantity :

Unit of Measure :

Reason :

Dispute :

Reclassification Date :

Reclassification Held : ☐

**RE Document – Posting Section**

RE 075 0600000022 1

**Document View**

- ✓ Header
- ✓ Vendor
- ✓ Accounting
- ✓ Posting
- General Information
- Fund Accounting
- Detail Accounting
- Document Comments**
- Document History**
- Document Reference**
- Future Triggering**

**RE - 075- 0600000022- 1- New- Final**

[Action Menu](#)

Line	Function	Debit Posting Credit Posting	Debit Posting Name Credit Posting Name	Debit Amount	Credit Amount
1	Standard	R001	Billed E Rec	\$250.00	
		R002	External BER		\$250.00

First Prev [Go To](#) Next Last

[Accounting Line 1: >](#)

**General Information**

Run Time/Date : 03/01/2006

Record Date : 02/10/2006

Journal Posting : Posted

Budget Posting : Posted

Bank Account : G1

BSA Type Indicator :

OBSA Type Indicator : Asset

Budget FY : 2006

Fiscal Year : 2006

Period : 8

Post Pair ID : A

Line Amount : (\$250.00)

Posting Amount : (\$250.00)

Closed Amount :

**Fund Accounting**

**Detail Accounting**

[Top](#)

[Edit](#)
[Print](#)
[Copy Forward](#)
[Close](#)

## Accounting Templates

The use of **accounting templates** will simplify the entry of accounting information. An **Accounting Template** is selected from the Pick List in the **Accounting subsection**.

Open the **Pick List** to choose an **Accounting Template**.

You can **Search** for the **Accounting Template** code or Name. The template will automatically populate the appropriate accounting element fields. This will be illustrated when completing the exercises for the **RE** document.

### Choose

[Browse](#)
[Clear](#)

Accounting Template : 
Name :

Department : 
Department Name :

Active :

	Accounting Template	Name	Department	Department Name	Active
<a href="#">Select</a>	E07532	075--E212	075	KHEAA	true
<a href="#">Select</a>	E075R1	075-General Revenue	075	KHEAA	true
<a href="#">Select</a>	F13000	130 - Revenue Budget	130	Revenue	true
<a href="#">Select</a>	FKEESR	KEES	075	KHEAA	true
<a href="#">Select</a>	G54321	758-Water Utilities	758	Fin Controller	true
<a href="#">Select</a>	G75800	758-Function BAA0	758	Fin Controller	true
<a href="#">Select</a>	G75801	758-Electric Utilities	758	Fin Controller	true
<a href="#">Select</a>	G75802	758-Office Supplies	758	Fin Controller	true
<a href="#">Select</a>	G75805	Administration	758	Fin Controller	true
<a href="#">Select</a>	G75810	758--Computer	758	Fin Controller	true

[Cancel](#)
[First](#)
[Previous](#)
[Next](#)
[Last](#)

## RDET Table

The payments applied against receivables and/or customer accounts can be viewed through online inquiries. The **Receivable History and Reference (RDET)** table tracks which receivables have been paid by the customer and which are still outstanding. After entering the **Customer ID**, the Receivable History will display a list of Receivable (**RE**) documents in the system for the customer.

### RDET Table – Receivable Search

#### Receivable Search

[Menu](#) [Quick Search](#)

[Browse](#) [Clear](#)

Customer :

Outstanding :

Name :

Collection Status :

Taxpayer Identification Number :

Intercept Status :

Billing Profile :

Write-off Status :

AR Dept :

Dispute Status :

AR Unit :

Payment Plan :

Doc ID :

Due :

Dept	Doc ID	Customer	Name	Billing Profile	Due	Outstanding
✓ 758	<a href="#">CM410-EX4-758</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$0.00
758	<a href="#">CM410-EX4-01</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$250.00
758	<a href="#">06000000005</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$0.00
758	<a href="#">CM410-EX4-04</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$250.00
758	<a href="#">CM410-EX4-07</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$250.00
758	<a href="#">CM410-EX4-10</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$250.00
758	<a href="#">CM410-EX4-13</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$250.00
758	<a href="#">CM410-EX4-16</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$250.00
758	<a href="#">CM410-EX4-19</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$250.00
758	<a href="#">CM410-EX4-22</a>	VC0000100006	Joe C Keltner	555A	02/20/2006	\$250.00

[First](#) [Prev](#) [Next](#) [Last](#)  
[Receivable History and Reference Query](#)

## CUSTA Table

The **Customer Account Information (CUSTA)** table provides current balance information on each of the receivables in the customer account. By selecting the magnifying glass icon by any field, you can drill down to see detailed information on the item. The eMARS security setup ensures that agencies only see their own transactions online.

### CUSTA Table – Current Balance

Customer Account Information

Menu Quick Search

Customer	Name	Billing Profile	Department	Unit	Outstanding Balance
✓ VC0000100006	Joe C Keltner	555A	555	UNIT	\$10,750.00

First Prev Next Last

Search

▼Current Balance

Customer: VC0000100006

Earned Unliquidated Rec: \$10,750.00

Name: Joe C Keltner

Earned Liquidated Rec: \$1,000.00

Billing Profile: 555A

Earned Collected: \$1,000.00

Department: 555

Unearned Unliquidated Rec: \$0.00

Unit: UNIT

Unearned Liquidated Rec: \$0.00

Unliquidated Amount: \$10,750.00

Unearned Collected: \$0.00

Liquidated Amount: \$1,000.00

Refund Unliquidated Rec: \$0.00

Collected Amount: \$1,000.00

Refund Liquidated Rec: \$0.00

Short-Payment Tol: \$0.00

Refund Collected: \$0.00

Over-Payment Tol: \$0.00

Deposit Unliquidated Rec: \$0.00

Outstanding Balance: \$10,750.00

Deposit Liquidated Rec: \$0.00

Written Off Amount: \$0.00

Deposit Collected: \$0.00

Unreceived Credit Balance: \$0.00

Third Party Code:

## Workflow and the Approval Process

Workflow routes certain documents through approval stages based on system parameters. When a user submits a document, eMARS will automatically validate the document. If no errors are encountered at that time, then the document will successfully submit into workflow, ready for the first approval level. If no errors are encountered upon the last approval of the document, the document is approved and posted to Final. However, if errors are encountered upon final approval, eMARS will automatically remove ALL approvals from the document and place the document back in “Draft” phase pending the submitter’s corrections. The corrected document will have to be submitted again and all approvals applied.

Workflow routes the **RE** document through approval stages by assigning it to **Worklists** for the appropriate approvals. A **Worklist** contains a listing of documents assigned to you or to your team requiring approval. In training, the documents will go immediately to Final but in production, the documents will enter workflow for approval.



## Exercise 3 — Process a Receivable (RE)

### Scenario

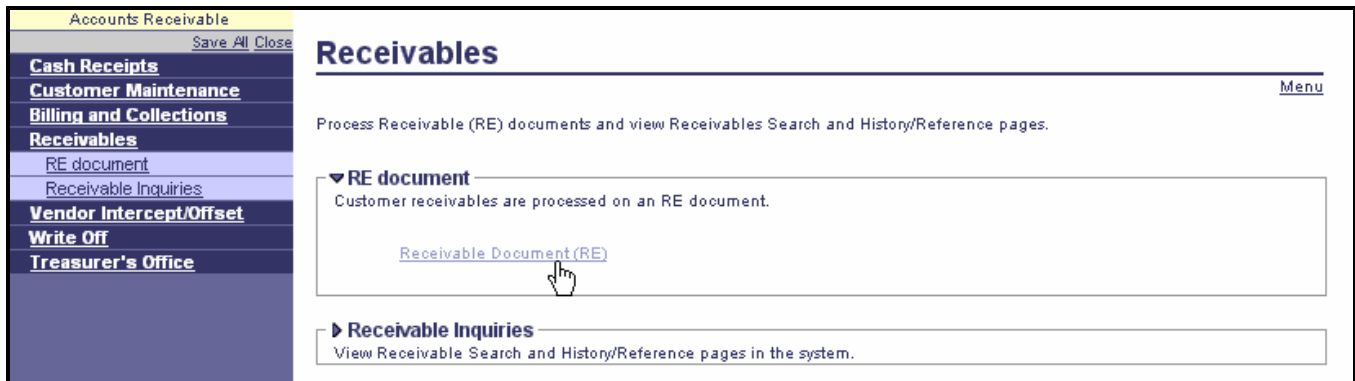
Services have been provided to a new customer of Transportation and you need to bill them for these services.

### Task Overview

You need to create an **RE** document to bill the customer in the amount of \$2500 for two State Highway Engineering Manuals.

### Procedures

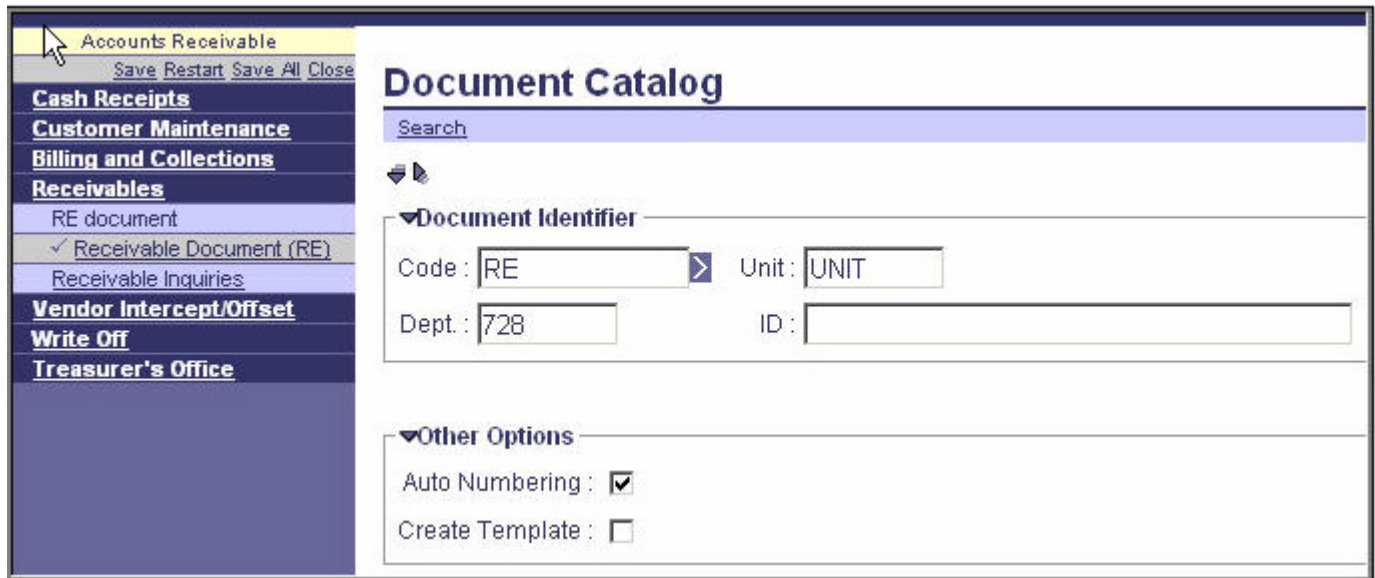
- 8 Select **Accounts Receivable** from **Workspaces** in the **Primary Navigation Panel**.
- 8 Select the **Receivables** link from the **Secondary Navigation Panel**.
- 8 Click **Receivable Document (RE)** in the **RE Document** section.



The screenshot shows the eMARS Accounts Receivable interface. On the left is a navigation menu with the following items: **Cash Receipts**, **Customer Maintenance**, **Billing and Collections**, **Receivables** (highlighted), **RE document**, **Receivable Inquiries**, **Vendor Intercept/Offset**, **Write Off**, and **Treasurer's Office**. The main content area is titled **Receivables** and includes a **Menu** link. Below the title, it states: "Process Receivable (RE) documents and view Receivables Search and History/Reference pages." There are two expandable sections: **▼ RE document** and **► Receivable Inquiries**. The **RE document** section contains the text "Customer receivables are processed on an RE document." and a link [Receivable Document \(RE\)](#) which is being pointed to by a mouse cursor. The **Receivable Inquiries** section contains the text "View Receivable Search and History/Reference pages in the system."

- 8 The **Document Catalog** opens with the **RE** document list populated.
- 8 Click **Create**.
- 8 Enter the following information in the Document Identifier.

Required Fields	Values
Code	RE
Dept	See Student Card
Unit	Unit
ID	Select Auto Numbering



***Make a note of the Document ID to use later in this exercise and Exercise 4.***

7. Click **Create**. The page opens to the **General Information** section.  
You will not enter any information in this section.

8. Open the **Extended Description** section from the **Secondary Navigation panel**. Enter a description of the Engineering Manuals being billed. **This information will print on the invoice or statement.**

*The Document description does not print on the Invoice or Statement.*

9. Open the **Vendor section** from the **Secondary Navigation panel**.
10. Open the **Vendor/Customer Pick List**.
11. Search for the **Customer** you set up in the previous exercise. Search by **Vendor/Customer** or by the **Legal Name**.
12. Click the **Select** link for the customer and the document returns to the **General Information section**.
13. Open the **Billing Profile Pick List**.
14. Enter the Billing Profile you created in Exercise 1.

RE - 075- 0600000021- 1- New- Draft

Action Menu

Document Code	Doc Dept	Document Identifier	Document Vendor Number
✓ RE	075	0600000021	6

First Prev Go To Next Last

Accounts Receivable Correspondence

▼General Information

Vendor Customer :

VC0000100007

Vendor Contact ID :

Billing Profile :

555A

Vendor Contact Name :

Legal Name :

Vendor Contact Phone :

Alias/DBA :

Vendor Contact Phone Ext. :

Address Code :

Vendor Contact Email :

Address Line 1 :

Fax :

Address Line 2 :

Fax Extension :

City :

Web Address http:// :

State :

Misc Account :

☐

Receivable Type :

Regular

Zip :

AR Dept :

075

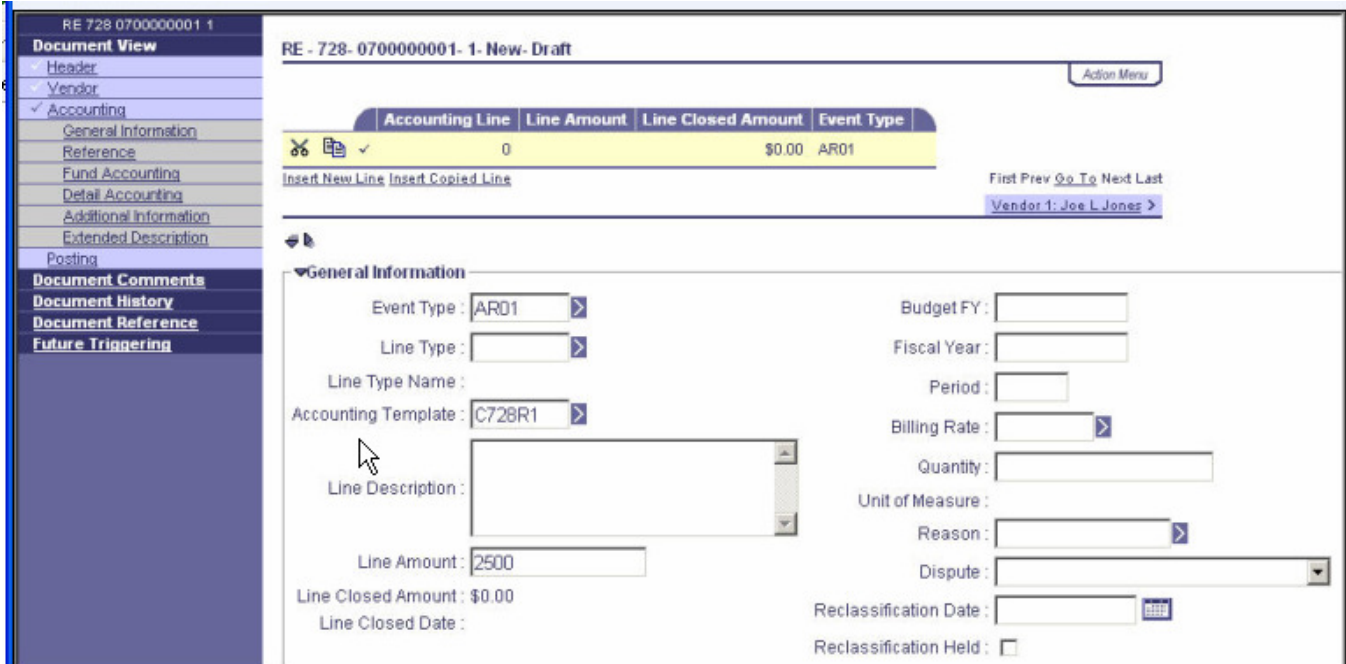
Country :

AR Unit :

UNIT

County :

15. Open the **Accounting** section from the **Secondary Navigation** panel.
16. Click **Insert New Line** if this is the first record or a new record is required.



17. Enter the following information:

Required Fields	Values
Event Type	AR01
Accounting Template	See Student Card
Line Amount	2500

NOTE: Using an Accounting Template will automatically populate the values in the Accounting section after the document is validated.

18. Open **Fund Accounting** and enter a **Revenue Code** from your Student Card.
19. Click **Validate**. Correct any errors and then click **Validate** again. A message is returned Document Validated Successfully.

20. Open **Posting** from the **Secondary Navigation Panel**. Open and review the Fund and Detailed Accounting sections for this transaction.

RE - 075- 0600000021- 1- New- Draft

Action Menu

Line	Function	Debit Posting Credit Posting	Debit Posting Name Credit Posting Name	Debit Amount	Credit Amount
✓ 1	Standard	R001	Billed E Rec	\$2,500.00	
		R002	External BER		\$2,500.00

First Prev Go To Next Last

Accounting Line 1: >

21. Click **Submit**. The document status changes to **Final**.
22. Click **Close** to exit the document. You are returned to the **Workspace** page.

## [Receivable Inquiry](#)

You can view your Receivable as well as other receivables in Final status from the **Receivable History and Reference Query (RDET)** table.

### Receivable History and Reference Query

[Menu](#)
[Quick Search](#)

[Search](#)
[First](#)
[Prev](#)
[Next](#)
[Last](#)

Department :

Unit :

Doc Dept :

Document ID :

Customer :

Name :

Total Billed :

Total Liquidated :

Total to Collections :

Total Written Off :

Total Outstanding :

Closed Date :

[Accepted](#)
[Reference Document](#)
[Billed](#)
[Liquidated](#)
[Sent to Collection](#)
[Written Off](#)

[First](#)
[Prev](#)
[Next](#)
[Last](#)

[Receivable Search](#)

1. Open the **Receivable History and Reference link** from the **Receivables Inquiry section** in the **Secondary Navigation Panel**. A **Search** page opens
2. Enter the **Document ID** for the **RE** document you completed in this Exercise.
3. Click **OK**. You can review the posting for this document from the query page.
4. Click **Quick Search**. The **Page Search** page opens.

5. Enter **CUSTA**.
6. Click **Open with Data**. The **Customer Account Information** Table opens.
7. Click **Search**.
8. **Enter the customer name you created in Exercise 1.** You can review the receivable balance on the Customer Account Information Table.
9. **By clicking on the *Drill Down (Magnifying Glass)* link beside the **Earned Unliquidated Rec** amount, you can see the documents that make up the amount.**

NOTE: You can search by Name if you do not have the Document ID or the Customer number.

### Customer Account Information

Menu Quick Search

Customer	Name	Billing Profile	Department	Unit	Outstanding Balance
First	Prev	N	Last		

Search

▼Current Balance

Customer :		Earned Unliquidated Rec :		
Name :		Earned Liquidated Rec :		
Billing Profile :		Earned Collected :		
Department :		Unearned Unliquidated Rec :		
Unit :		Unearned Liquidated Rec :		
Unliquidated Amount :		Unearned Collected :		
Liquidated Amount :		Refund Unliquidated Rec :		
Collected Amount :		Refund Liquidated Rec :		
Short-Payment Tol :		Refund Collected :		
Over-Payment Tol :		Deposit Unliquidated Rec :		
Outstanding Balance :		Deposit Liquidated Rec :		
Written Off Amount :		Deposit Collected :		
Unreserved Credit Balance :		Third Party Code :		
Reserved Credit Balance :		Third Party Unliquidated Rec :		
		Third Party Liquidated Rec :		

## Modifying an RE Document


A **RE** modification document is used to capture accounting transactions to decrease (when a customer is over charged) or cancel a previously established receivable.

1. To modify an existing **RE** document, open the Final Submitted document from the **Document Catalog**.
2. Click **Edit** from the **Toolbar** and a Modification Draft document opens. Make the necessary changes to the document.
3. Click **Validate**. If you change the amount you will need to enter a reason on the Accounting Section of the document.
4. Correct any errors then click **Submit**.

The document becomes Version 2 Modification. The document is submitted to **Workflow**. Once submitted to **Workflow**, the previous document that you changed becomes New Historical (Final). Each time the document is modified, the version number will be incremented by 1.

### *Modified **RE** Document – General Information*

**RE - 075- 0600000016- 2- Modification- Draft**
Action Menu



**General Information**

Document Name :

Record Date :

Budget FY :

Fiscal Year :

Period :

Document Description :

Actual Amount : \$250.00


Closed Amount : \$0.00

Closed Date :


Reclassification Date :

Reclassification Held : ☐


Document Dispute Status :




Additional Amounts



Additional Dates



Extended Description



Document Information

Top

Save

Undo


Print

Validate

Submit

Close

[Menu](#)



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*Modified **RE** Document – Accounting Line*

Accounting Line	Line Amount	Line Closed Amount	Event Type
1	\$3,000.00	\$0.00	AR01

Insert New Line Insert Copied Line

First Prev Go To Next Last

Vendor 1: Donna L Hall >

**General Information**

Event Type : AR01 >

Line Type : A >

Line Type Name : Principal

Accounting Template : E075R1 >

Line Description :

Line Amount : \$3,000.00

Line Closed Amount : \$0.00

Line Closed Date :

Budget FY : 2007

Fiscal Year : 2007

Period : 8

Billing Rate : >

Quantity :

Unit of Measure :

Reason : FINCHRG >

Dispute : Not Applicable

Reclassification Date :

Reclassification Held : ☐

**Reference**

Ref Doc Code :

Ref Vendor Line :

Ref Doc Dept :

Ref Accounting Line :

Ref Doc ID :

Ref Type : Partial

## Cash Receipts

The **Cash Receipts** process records all money received by the Commonwealth. Money can be received in the form of check, cash or electronic funds transfer (**EFT**).

A receipt transaction represents one of five business events:

- **Customer pays bill** – a customer is billed for services provided by the Commonwealth by processing a receivable (**RE**) document. A **CR** referencing the **RE** document is processed to recognize the cash collection of the previously recognized revenue. The corresponding receivable is therefore closed, if the full amount is received.
- **Vendor returns refund** – a **CR** document can be processed to recognize a reduction of expense/expenditure. This may occur when the Commonwealth has submitted overpayment for goods or services to a vendor.
- **Customer pays for cash sale** – a **CR** document can be processed to recognize receipt of revenue without reference to a receivable transaction. For example, a **CR** document can be processed to recognize cash received directly from any source.
- **Customer pays for goods and services not yet performed** – a **CR** document can be processed to recognize a deferred revenue liability. This may occur when the Commonwealth has received cash in advance of earning the revenue.
- **Repayment of Loan, Investment Principal, or other asset.**

The Receipt process is initiated by the agencies that receive money, and final approval is done by the Treasury who deposits the money into the bank. From the time agencies receive the money and process a **CR** document until the **CR** is pending approval, the cash is not available to the user agencies for disbursement. Once a receipt transaction is recorded and approved by the agencies, funds are routed to Treasury for deposit.

Use **Copy Forward** to simplify entry of a **CR** referencing an **RE**.

Open the **RE** document and select **Copy Forward**.

RE 075 0600000022 1

**Document View**

✓ Header

General Information

Additional Amounts

Additional Dates

Extended Description

Document Information

Vendor

Accounting

✓ Posting

**Document Comments**

**Document History**

**Document Reference**

**Future Triggering**

**RE - 075- 0600000022- 1- New- Final** Action Menu

---

▼ **General Information**

Document Name :

Record Date : 02/10/2006

Budget FY : 2006

Fiscal Year : 2006

Period : 8

Document Description :

Actual Amount : \$250.00

Closed Amount : \$0.00

Closed Date :

Reclassification Date :

Reclassification Held : ☐

Document Dispute Status : Not Applicable

▶ **Additional Amounts**

▶ **Additional Dates**

▶ **Extended Description**

▶ **Document Information**

Top

Menu

Edit Print Copy Forward Close

*Copy Forward RE Document to a CR Document*

**Copy Forward**

---

From Document

Category : AR

Doc Dept : 075

Type : RE

Doc Unit : UNIT

Code : RE

ID : 0600000022

Select Entire Document : ☒

Version : 1

To Document

Doc. Department Code : 075

Document Id :

Unit Code : Unit

Auto Numbering : ☒

Target Doc Type	Target Doc Code	Description
✓ CR	CR	Collect Receivable
WO	WO	Write-Off Receivable

First Prev Next Last

OK Cancel

### CR Document with RE Document Referenced

CR 075 0600000042 1

**Document View**  
☒ Header  
☒ Vendor  
☒ Accounting  
General Information  
Reference  
Fund Accounting  
Detail Accounting  
Posting  
**Document Comments**  
**Document History**  
**Document Reference**  
**Future Triggering**

CR - 075- 0600000042- 1- New- Draft

Action Menu

Accounting Line	Line Amount	Event Type
✂️ 📄 ✓ 1	\$250.00	AR02

Insert New Line
Insert Copied Line

First Prev Go To Next Last

Vendor 1: VC0000100006 >

**Accounting Details**  
▼General Information

Event Type : AR02 >

Budget FY : 2006

Line Type : A >

Fiscal Year :

Line Type Name : PRINCIPAL

Period :

Accounting Template : G75800 >

Reason : >

Line Description :

Reclassification Date :

Line Amount : \$250.00

Reclassification Held : ☐

Refunded Amount : \$0.00

▼Reference

Ref Doc Code : RE

Ref Vendor Line : 1

Ref Doc Dept : 075

Ref Accounting Line : 1

Ref Doc ID : 0600000022

Ref Type : Partial

You learned how to process a **Cash Receipt (CR)** document in the prerequisite to this class, EMARS410 - Cash Receipt Processing. You will now complete an exercise to process a **CR** document from an existing **RE** document.

## Exercise 4 — Process a Cash Receipt (CR) from the RE document using Copy Forward Option

### Scenario

eMARS enables you to create a new document based on an existing document that is in **Final status**. The new document must be the next logical function (document) in the business process (e.g. a **CR** document can be created from an **RE**). **Copy Forward** helps reduce errors and saves you time when entering the same reference information into the new document. This functionality is not available on all documents.

### Task Overview

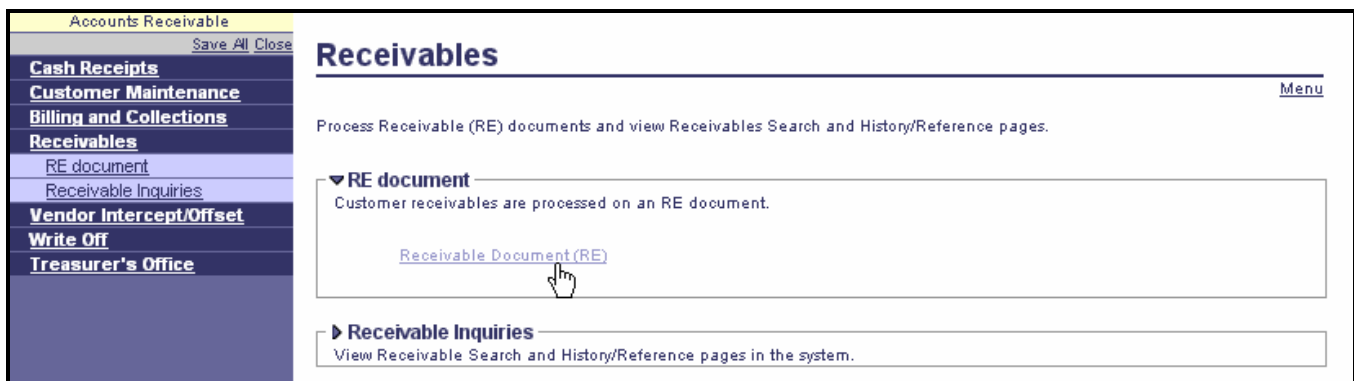
The customer billed in Exercise 2 made a payment for the invoice and you need to apply the payment to the receivable. The invoice was for \$2500 and the payment received is \$2000. This will leave a remaining balance on the **RE** of \$500.

**Find the RE document you created in the last exercise and Copy Forward to create a CR document.**

### Procedures

You can also find your document by accessing the Primary Navigation Panel **Accounts Receivable Receivable Workspace** or by accessing the **Document Catalog**. In this exercise we will create the Cash Receipt (**CR**) document by accessing the **Document Catalog**.

1. You will click **Search** on the **Secondary Navigational Panel**.
2. Click **Document Catalog**.
3. Enter **RE** in **Doc Code**, enter your **Unit**, and the **Document Number** you are locating.



The screenshot shows the eMARS Accounts Receivable interface. On the left is a navigation menu with options: Cash Receipts, Customer Maintenance, Billing and Collections, Receivables (highlighted), RE document, Receivable Inquiries, Vendor Intercept/Offset, Write Off, and Treasurer's Office. The main area is titled 'Receivables' and contains a description: 'Process Receivable (RE) documents and view Receivables Search and History/Reference pages.' Below this, there are two sections: 'RE document' (with a description 'Customer receivables are processed on an RE document.' and a link 'Receivable Document (RE)' being clicked by a mouse cursor) and 'Receivable Inquiries' (with a description 'View Receivable Search and History/Reference pages in the system.').

4. The **Document Catalog** page opens with a list of **RE** documents.

## Document Catalog

Create

Document Identifier

Code :  Unit :   
Dept. :  ID :

User Information

Create User ID :  Create Date :

Document State

Browse Clear

Open Validate Submit Copy

Action Menu

	Code	Dept.	Unit	ID	Comments	Version	Function	Phase	Status	Date	User ID	A
<input type="checkbox"/>	RE	025	AF01	<a href="#">SYS0600000064</a>	No	1	New	Final	Submitted	7/14/06	emarsprd	
<input type="checkbox"/>	RE	025	AF01	<a href="#">SYS0600000106</a>	No	1	New	Final	Submitted	7/14/06	emarsprd	
<input type="checkbox"/>	RE	025	AF01	<a href="#">SYS0600000107</a>	No	1	New	Final	Submitted	7/14/06	emarsprd	
<input type="checkbox"/>	RE	025	AF01	<a href="#">SYS0600000108</a>	No	1	New	Final	Submitted	7/14/06	emarsprd	

5. Enter the following information in the Document Identifier section:

Required Fields	Values
Code	RE
ID	Enter the Document ID from your <b>RE</b> in Exercise 3.

1. Click **Browse**.
2. **Check** the box next to the document you want to copy forward.
3. Click **Open**. The Final **RE** document opens.

Document Name :

Record Date :

02/10/2006

Budget FY :

2006

Fiscal Year :

2006

Period :

8

Document Description :

Actual Amount :

\$250.00

Closed Amount :

\$250.00

Closed Date :

02/10/2006

Reclassification Date :

Reclassification Held :

☐

Document Dispute Status :

Not Applicable

Additional Amounts

Additional Dates

Extended Description

Document Information

Created By : Student758

Created On : 02/10/2006

Modified By : Student758

Modified On : 02/10/2006

Top

Edit

Print

Copy Forward

Close

4. Click **Copy Forward** from the toolbar at the bottom of the page. The **Copy Forward** page opens.

5. In the **To Document** field, enter the following information:

Required Fields	Values
Doc. Department Code	Use the Same Dept as the <b>RE</b>
Unit Code	Unit
Auto Numbering	Check Auto Numbering

6. Select **CR** in the **Target Doc Type** field.

### Copy Forward

From Document

Category:  Doc Dept:

Type:  Doc Unit:

Code:  ID:

Select Entire Document: ☒ Version:

To Document

Doc. Department Code:  Document Id:

Unit Code:  Auto Numbering: ☒

Target Doc Type	Target Doc Code	Description
✓ CR	CR	Collect Receivable
WO	WO	Write-Off Receivable

First Prev Next Last

7. Click **OK**. A new Draft **CR** document opens to the **General Information** section.






8. Open the **Bank Account** Pick List and select **G1**.

CR - 758- 0700000006- 1- New- Draft Action Menu

[Auto Apply](#)

**General Information**

Document Name : License Fee	Bank Account : G1
Record Date : 	Cash Account : <input type="text"/>
Budget FY : <input type="text"/>	Cash Account Sub : <input type="text"/>
Fiscal Year : <input type="text"/>	Deposit Ticket : <input type="text"/>
Period : <input type="text"/>	Deposit Date : <input type="text"/> 
Document Description : <input type="text"/>	Bank Deposit Date : <input type="text"/> 
Actual Amount : \$0.00	Suppress Pend Print : <input type="checkbox"/>
	Payment Type : Cash

**Extended Description**

**Document Information**

[Top](#)

[Save](#) [Undo](#) [Print](#) [Validate](#) [Submit](#) [Close](#)

Menu

9. Select **Vendor** from the **Secondary Navigation panel**. Enter **Line Amount \$2000**. This is a partial amount for the **RE**. The balance will remain open on the **RE**.

CR - 758- 0700000006- 1- New- Draft

Action Menu

Vendor Line	Vendor Customer	Legal Name	Line Amount
✂️ 📄 ✓ 1	VC0000100084	John L Jones	\$2,000.00

[Insert New Line](#)
[Insert Copied Line](#)
First Prev [Go To](#) Next Last

▼General Information

Vendor Customer :

VC0000100084

>

Billing Profile :

>

Legal Name :

John L Jones

Alias/DBA :

Misc. Account :

☐

Address Code :

AD001

>

Address Line 1 :

123 Main St

Address Line 2 :

City :

Frankfort

State :

KY

Zip :

40601

Country :

US

County :

>

Vendor Contact ID :

>

Vendor Contact Name :

Vendor Contact Phone :

333-456-7890

Vendor Contact Phone Ext. :

Vendor Contact Email :

Fax :

Fax Extension :

Web Address http:// :

Auto Apply :

☐

Reserve Cr Balance :

☒

Line Amount :

\$2,000.00

Line Actual Amount :

\$0.00

AR Dept :

AR Unit :

10. Open the **Accounting** section.
11. **Enter \$2000** in the **Line Amount**.
12. Click **Validate**. If there are any errors correct them and then **validate** again. You receive a message that the document validated successfully.
13. Click **Submit**. The document updated successfully and the status changed to Pending Approval.

CR - 758-0700000006- 1- New- Draft

Action Menu

Accounting Line	Line Amount	Event Type
1	\$2,000.00	AR02

Insert New Line
Insert Copied Line

First Prev Go To Next Last

Vendor 1: VC0000100084 >

Accounting Details

General Information

Event Type : AR02 >

Line Type : A >

Line Type Name : Principal

Accounting Template : G758R1 >

Line Description :

Line Amount : \$2,000.00

Refunded Amount : \$0.00

Budget FY :

Fiscal Year :

Period :

Reason : >

Reclassification Date :

Reclassification Held : ☐

Reference

Ref Doc Code :

Ref Vendor Line :

Ref Doc Dept :

Ref Accounting Line :

Ref Doc ID :

Ref Type : Partial

14. Open **Posting** from the **Secondary Navigation panel** to view the credit and debit posting for this transaction.

CR - 075- 0600000046- 1- New- Pending

Action Menu

Line	Function	Debit Posting Credit Posting	Debit Posting Name Credit Posting Name	Debit Amount	Credit Amount
✓ 1	Liquidation	R002	External BER	\$2,000.00	
		R001	Billed E Rec		\$2,000.00
2	Standard	A001	Cash	\$2,000.00	
		R003	External CER		\$2,000.00

First Prev Go To Next Last
Accounting Line 1: >

▼General Information

Run Time/Date : 03/02/2006

Budget FY : 2006

Record Date : 02/10/2006

Fiscal Year : 2006

Journal Posting : Not Ready

Period : 8

Budget Posting : Posted

Post Pair ID : A

Bank Account : G1

Line Amount : \$2,000.00

BSA Type Indicator :

Posting Amount : \$2,000.00

OBSA Type Indicator : Asset

Closed Amount : \$0.00

15. Click **Close** to exit the document. You are returned to the **RE** document. **Close** the **RE**.
16. Enter **RE** for the **Document Code** and your **Document Number** from **Exercise 3**.
17. Click **Browse** to refresh the **Document Catalog**.

18. Open the **RE** document to review the Closed Amount on the Header.

Notice the Closed Date is blank. There is \$500 remaining due on this Receivable.

RE - 075- 0600000034- 1- New- Final Action Menu

▼General Information

Document Name :

Record Date : 02/10/2006

Budget FY : 2006

Fiscal Year : 2006

Period : 8

Document Description :

Actual Amount : \$2,500.00

Closed Amount : \$2,000.00

Closed Date :

Reclassification Date :

Reclassification Held : ☐

Document Dispute Status : Not Applicable

►Additional Amounts

►Additional Dates

►Extended Description

►Document Information

[Top](#)

[Menu](#)

## Exercise 5 – Process Cash Receipt (CR) for Electronic Funds Transfer (EFT)

### Scenario

Funds have been received electronically from Customers and need to be entered into the system using a Cash Receipt (CR) document.


### Procedures

1. Open the **Accounts Receivable Workspace** from the **Primary Navigation panel**.
2. Select **Cash Receipt Document (CR)** from the Cash Receipt Document section. The **Document Catalog** opens.
3. Click **Create** to open a new page.
4. Enter the following information.

Required Fields	Values
Code	CR
Dept	See Data Card
Unit	Unit
Other Options	Select Auto Numbering

### Document Catalog

Search




▼Document Identifier

Code :  > Unit :   
Dept. :  ID :

▼Other Options

Auto Numbering : ☒  
Create Template : ☐

Create  
Menu 

- Click **Create**. The new **CR** document opens to the General Information section.
- Enter the following information:

Required Fields	Values
Bank Account	Select G1 from the pick list
Deposit Ticket	Required – Copy this <b>CR</b> Document ID into the field
Deposit Date	Required – Enter Current Date
Payment Type	<b>EFT</b>

CR - 075- 0600000220- 1	
<b>Document View</b>	
<ul style="list-style-type: none"> <li>Header</li> <li>General Information</li> <li>Extended Description</li> <li>Document Information</li> <li>Vendor</li> <li>Accounting</li> <li>Posting</li> </ul>	<b>CR - 075- 0600000220- 1- New- Draft</b>
<b>Document Comments</b> <b>Document History</b> <b>Document Reference</b> <b>Future Triggering</b>	<div> <div>Auto Apply</div> <div>Action Menu</div> </div>
<div> <div> <div>General Information</div> <div> <div>Document Name :</div> <div> <input type="text"/> <div> <div></div> <div></div> </div> </div> </div> <div> <div>Record Date :</div> <div> <input type="text"/> <div> <div></div> <div></div> </div> </div> </div> <div> <div>Budget FY :</div> <div> <input type="text"/> </div> </div> <div> <div>Fiscal Year :</div> <div> <input type="text"/> </div> </div> <div> <div>Period :</div> <div> <input type="text"/> </div> </div> <div> <div>Document Description :</div> <div> <input type="text"/> <div> <div></div> <div></div> </div> </div> <div> <div>Actual Amount : \$0.00</div> </div> </div> <div> <div>Bank Account :</div> <div> <input type="text"/> <div> <div></div> <div></div> </div> </div> <div> <div>Cash Account :</div> <div> <input type="text"/> </div> </div> <div> <div>Cash Account Sub :</div> <div> <input type="text"/> </div> </div> <div> <div>Deposit Ticket :</div> <div> <input type="text"/> </div> </div> <div> <div>Deposit Date :</div> <div> <input type="text"/> <div> <div></div> <div></div> </div> </div> <div> <div>Bank Deposit Date :</div> <div> <input type="text"/> <div> <div></div> <div></div> </div> </div> <div> <div>Suppress Pend Print :</div> <div> <input type="checkbox"/> </div> </div> <div> <div>Payment Type :</div> <div> <input type="text"/> <div> <div></div> <div></div> </div> </div> </div> </div> </div> </div> </div> <div data-bbox="435 1232 654 1255" data-label="Text"> <p>Extended Description</p> </div> <div data-bbox="435 1276 662 1299" data-label="Text"> <p>Document Information</p> </div> <div data-bbox="435 1325 470 1344" data-label="Text"> <p>Top</p> </div> <div data-bbox="435 1396 483 1415" data-label="Text"> <p>Menu</p> </div> <div data-bbox="784 1367 818 1381" data-label="Text"> <p>Save</p> </div> <div data-bbox="888 1367 922 1381" data-label="Text"> <p>Undo</p> </div> <div data-bbox="992 1367 1024 1381" data-label="Text"> <p>Print</p> </div> <div data-bbox="1088 1367 1138 1381" data-label="Text"> <p>Validate</p> </div> <div data-bbox="1192 1367 1237 1381" data-label="Text"> <p>Submit</p> </div> <div data-bbox="1295 1367 1336 1381" data-label="Text"> <p>Close</p> </div></div>	

- Click the **Vendor section** from the **Secondary Navigation** panel. The page opens to the **General Information** section.
- Click **Insert New Line**. Enter **\$1500** in the **Line Amount** field.
- Open the **Payment Information** subsection. Enter an EFT Number **999999**.

**Payment Information**

Payment Date :

Reason :

Check/EFT Number :

NSF Fee Amount :

NSF Check Date :

Waive NSF Fee :
☐

10. Click the **Accounting section** from the **Secondary Navigation panel**. The page opens to the **General Information section**.
11. Click **Insert New Line**. A new page opens to **Accounting Details General Information** section.
12. Enter the following information in **General Information**:

Required Fields	Values
Event Type	AR02
Accounting Template	See Data Card
Line Amount	\$1500

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Accounting Line
Line Amount
Event Type

✂
☒
☐

1
\$1,500.00
AR02

Insert New Line
Insert Copied Line

First Prev Go To Next Last

Vendor 1:

Accounting Details

General Information

Event Type :
AR02

Line Type :
A

Line Type Name :

Accounting Template :
FKEESR

Line Description :

Line Amount :
\$1,500.00

Refunded Amount :
\$0.00

Budget FY :

Fiscal Year :

Period :

Reason :

Reclassification Date :

Reclassification Held :
☐

Reference

Fund Accounting

Detail Accounting

Top

Save
Undo
Print
Validate
Submit
Close



13. Open the **Fund Accounting section** and enter the **Revenue Code** from your Student Card.
14. Click **Save**.
15. Click **Validate**. Correct any errors and **validate** again.

*View All (1 of 1) : Document validated successfully*

CR - 075- 0600000220- 1- New- Draft

Action Menu

	Accounting Line	Line Amount	Event Type
✂️ 📄 ✓	1	\$1,500.00	AR02

[Insert New Line](#)
[Insert Copied Line](#)

First Prev [Go To](#) Next Last

Vendor 1: >

16. Click **Submit**. A message is returned *Document submitted successfully*. The document is now a Final document in the **Document Catalog**.
17. Click **Close** to exit the document.

NOTE: In production, this document will be submitted to Workflow for approvals.

### Tolerances in Processing Cash Receipts

Short payment and overpayment tolerances are defined in the system. Short payments are set for Zero and overpayment tolerances are set at 1% or \$10. A tolerance indicates what is acceptable if a payment is received that does not cover the full amount or how to process the money if more than the receivable amount is received. Tolerances are established either system-wide, by fund, or by document type.

When tolerances are applicable, if a **CR** document references a **Receivable (RE)** document and the payment amount is within the defined tolerance range, the system closes the entire referenced receivable document. At the referenced line level, if there is a short payment on a **CR** document, the system considers it to be a partial payment. If the **CR** references a line on a **Receivable** that results in overpayment, the user will need to manually create an Accounting Line with an Event Type of AR40 (collect unreserved over-payment) to record the over-payment.

## Past Due Receivables

When a **Receivable** becomes past due, messages can be generated to remind the customer of the amount owed to the Commonwealth, based on the number of days past due. Agencies will define the content and timing for the dunning messages and collection letters. On the appropriate day past due, the respective dunning message is printed on the invoice during the normal invoice print process. Dunning messages can also be reprinted on-demand. Collection letters can be generated by batch during the nightly cycle and can also be reprinted on-demand to a local printer. The scheduling of the messages and letters is defined on the **Collection Control (COLLC)** table and linked to the receivable through the **Billing Profile** on the Receivable. The printing and sending of the dunning messages and collection letters is done at the agency site.

Past due amounts for the customer can be intercepted against Commonwealth payments to that customer. The intercept process is discussed in the Disbursement training class.

### Collection Control Table (**COLLC**)

### Collection Control

[Menu](#)
[Quick Search](#)

Department	Unit	Collection Cycle	Name
✓ 555	UNIT	555A	L&A Collection Cycle
605	UNIT	3135	KYTC Billing Cycle
ALL	ALL	CYCL1	Cycle 1

[First](#)
[Prev](#)
[Next](#)
[Last](#)

[Save](#)
[Undo](#)
[Delete](#)
[Insert](#)
[Copy](#)
[Paste](#)
[Search](#)

Department:

Unit:

Collection Cycle:

Name:

Days Past Due	Dunning Message	Dunning Message Name	Collection Letter	Collection Letter Name
✓ 10	<input type="text"/>	<input type="text"/>	L&A1	L&A Collection Letter 1
20	<input type="text"/>	<input type="text"/>	L&A2	L&A Collection Letter 2

[Delete](#)
[Insert](#)
[Copy](#)
[Paste](#)
[First](#)
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## Write Off (WO) Document

**Receivable** documents that are deemed uncollectible can be written off in a variety of ways. **Write Off** documents use the receivable accounting line outstanding amount to ensure the correct balances are written off. Write-offs require minimal data entry since most of the information is inferred onto the **Write Off** document. **Write Off** transactions use the event type of **Direct Write Off (AR03)**.

To write off an uncollectible amount, open the **RE** document with uncollectible funds. The amount is indicated in the Actual Amount field on the Header.

1. Click **Copy Forward**. The **Copy Forward** page opens.
2. Enter **Dept Code**, **Unit Code**, and select **Auto Numbering**.
3. The **WO** Document is checked in the **Target Document Type**.
4. Click **OK**.

### RE Document Copy forward to a WO

#### Copy Forward

From Document

Category : AR Doc Dept : 075

Type : RE Doc Unit : UNIT

Code : RE ID : 0600000006

Select Entire Document : ☒ Version : 1

To Document

Doc. Department Code : 075 Document Id :

Unit Code : UNIT Auto Numbering : ☒

Target Doc Type	Target Doc Code	Description
CR	CR	Collect Receivable
✓ WO	WO	Write-Off Receivable

First Prev Next Last

OK Cancel

**WO Document Referencing an RE**

**WO - 075- 0600000007- 1- New- Draft**
Action Menu

Accounting Line	Line Amount	Event Type
✂️ 📄 ✓ 1	\$250.00	AR03

[Insert New Line](#) [Insert Copied Line](#)
First Prev Go To Next Last
Vendor 1: Joe C Keltner >

🔍 📄

**General Information**

Event Type : AR03  
Line Type : A  
Line Type Name : Principal  
Accounting Template : G75800 >

Budget FY : 2006  
Fiscal Year :  
Period :  
Reason : >

Line Description :  
Line Amount : \$250.00

**Reference**

Ref Doc Code : RE  
Ref Doc Dept : 075  
Ref Doc ID : 0600000006

Ref Vendor Line : 1  
Ref Accounting Line : 1  
Reference Type : Partial

- Click **Submit**. The document enters Workflow for processing.

## Exercise 6 — Write Off a Receivable

### Scenario

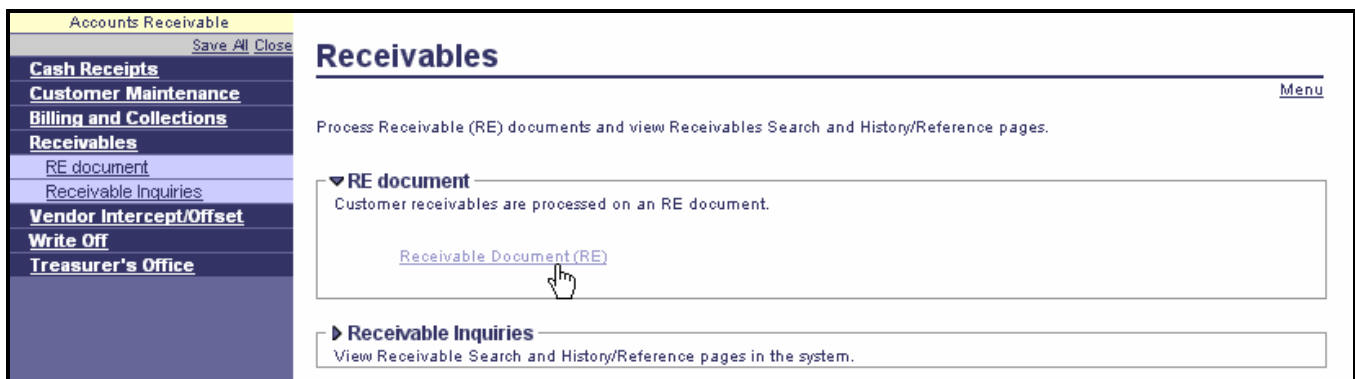
An outstanding receivable is past due and must be written off as uncollectible. You will use the **Copy Forward** command and **Write Off** the remaining receivable balance from the **RE** document.

### Task Overview

You will locate the past due **RE** document from your Student Card and use the **Write Off** document to write off the uncollectible receivable.

### Procedures

1. Select **Accounts Receivable** from **Workspaces** in the **Primary Navigation Panel**.
2. Select the **Receivables** link.
3. Click **Receivable Document (RE)** in the **RE** Document section. The **Document Catalog** opens with the **RE** document list populated.



4. Click **Browse**.

Enter the following information in the Document Identifier section:

Required Fields	Values
Code	RE
ID	See Student Card.

5. Click **Browse**.

## Document Catalog

Create

Document Identifier

Code:  Unit:   
Dept.:  ID:

User Information

Document State

Browse Clear

Action Menu

Open Validate Submit Copy

	Code	Dept.	Unit	ID	Comments	Version	Function	Phase	Status	Date	User ID	Amount	Active
<input type="checkbox"/>	RE	758	UNIT	<a href="#">0600000005</a>	No	1	New	Final	Submitted	2/10/06	Student758	250.00	true
<input type="checkbox"/>	RE	758	UNIT	<a href="#">0600000009</a>	No	1	New	Final	Submitted	2/10/06	neverett	250.00	true
<input type="checkbox"/>	RE	758	UNIT	<a href="#">0600000010</a>	No	1	New	Final	Submitted	2/10/06	neverett	250.00	true
<input type="checkbox"/>	RE	758	UNIT	<a href="#">0600000012</a>	No	1	New	Final	Submitted	2/10/06	Student758	250.00	true
<input type="checkbox"/>	RE	758	UNIT	<a href="#">0600000013</a>	No	1	New	Final	Submitted	2/10/06	Train1	0.00	true
<input type="checkbox"/>	RE	758	UNIT	<a href="#">0600000014</a>	No	1	New	Final	Submitted	2/10/06	Train1	250.00	true
<input type="checkbox"/>	RE	758	UNIT	<a href="#">0600000019</a>	No	1	New	Final	Submitted	2/10/06	neverett	250.00	true
<input type="checkbox"/>	RE	758	UNIT	<a href="#">0600000028</a>	No	1	New	Final	Submitted	2/10/06	neverett	250.00	true

- Check the box next to the document you want to **Write Off**.
- Click **Open**. The **Final RE** document opens. There should be an outstanding balance on the **RE**.
- Click **Copy Forward** from the **Toolbar** at the bottom of the page. The **Copy Forward** page opens.
- In the **To Document** field, enter the following information:

Required Fields	Values
Doc. Department Code	Use the same Dept. Code as the <b>RE</b> document
Unit	Unit
Doc ID	Check Auto Numbering

10. **Check WO** in the **Target Doc Type** list.

### Copy Forward

From Document

Category : AR Doc Dept : 075

Type : RE Doc Unit : UNIT

Code : RE ID : 0600000006

Select Entire Document : ☒ Version : 1

To Document

Doc. Department Code : 075 Document Id :

Unit Code : UNIT Auto Numbering : ☒

Target Doc Type	Target Doc Code	Description
CR	CR	Collect Receivable
✓ WO	WO	Write-Off Receivable

First Prev Next Last

OK Cancel

11. Click **OK**.


The new Draft **Write Off (WO)** document opens. The remaining amount is indicated in the **Actual Amount** field in the **Header General Information** section.

12. Click **Validate**. The document validates successfully.
13. Click **Submit**. The document submits successfully and changes to a Final **Write Off (WO)** document.



**View All (1 of 1) : Document submitted successfully**

**WO - 075- 0600000006- 1- New- Final**
Action Menu

[Auto Apply](#)  


▼General Information

Document Name :

▲

▼

Record Date :

03/16/2006

📅

Budget FY :

2006

Fiscal Year :

2006

Period :

9

Document Description :

▲

▼

Actual Amount : \$150.00

►Document Information

[Top](#)

Edit

Print

Copy Forward

Close

[Menu](#)

14. Click **Close** to exit the document.

15. Close the **RE**.

16. Click **Home**.

17. Open **Search** and select **Page Search**.

18. Enter **CUSTA** in the **Page Code** field.

19. Enter the customer on your Student Card.

You can review the **Unliquidated Amount** (Customer Balance) and **Written Off Amount** on the **Customer Account Information Table (CACT)**.

By clicking on the **Drill Down** (*Magnifying Glass*) link beside the **Written Off Amount**, you can see the documents that make up the amount.

[Log Out](#)

Click **Logout**. This closes the eMARS application and ends your session. You can now close the open browser windows.

---

## 3 – Session Review

### Summary Review of Topic

A **Billing Profile** must be established for each Customer or group of customers to set up a Customer Account(s). General billing information, collection control and receivable system options overrides are established on the **BPRO** table. **Customer Account** and **Billing Profile** are specific to a Department.

- **RE** documents are generated to bill customers and can be referenced when the invoice is paid by the customer.
- The **CR** document is used to record money collected and once the document is recorded and approved by the Department, the funds are routed to Treasury for final approval and deposit.
- Short payment and overpayment tolerances are set in the system to accept payments within a range. The system automatically processes the payment and takes the appropriate action on the receivable. When the receivable is within the tolerance range (either over or under), the receivable is closed. At the referenced line level, if there is a short payment on a **CR** document, the system considers it to be a partial payment. If the **CR** references a line on a Receivable that results in overpayment, the user will need to manually create an **Accounting Line** with an **Event Type** of AR40 (collect unreserved over-payment) to record the over-payment).
- The **WO** document is used to write off past due receivables that are considered uncollectible.

## Summary Review Questions

Questions:	
1	Once a Receivable is entered into the system, it cannot be changed or modified? True or False
2	What document do you use to process a Credit Memo in eMARS? A. RE B. CR C. CM D. C1
3	Setting a tolerance in the system determines who can do business with the Commonwealth? True or False
4	What document is used to generate an invoice to the customer in eMARS? A. CR B. C1 C. IN D. RE
5	What document do you use to process an EFT Receipt in eMARS? A. RE B. CR C. EFT D. C1
6	What is the difference in a regular receivable and a summary receivable?
7	Only the exact amount for an outstanding receivable will result in closing the receivable? True or False
8	What happens if a Customer pays more than the amount invoiced within tolerance? If they pay less than the RE amount?
9	Overdue receivables can be set up for the Commonwealth intercept process? True or False

## Answers to Summary Review Questions

Questions:	
1	Once a Receivable is entered into the system, it cannot be changed or modified? True or False <b>False – the RE document can be changed or modified after it is Final.</b>
2	What document do you use to process a Credit Memo? A. RE B. CR C. CM D. IN <b>A – RE document</b>
3	Setting a tolerance in the system determines who can do business with the Commonwealth? True or False <b>False – tolerances are set to accept over or underpayments to a receivable</b>
4	What document is used to generate an invoice to the customer in eMARS? A. CR B. CM C. IN D. RE <b>D – RE document</b>
5	What document do you use to process an EFT Receipt in eMARS? E. RE F. CR G. EFT H. C1 <b>F – CR document</b>
6	What is the difference in a regular receivable and a summary receivable? <b>Regular receivables are processed within eMARS and Summary receivables are entered to record receivables from separate systems outside eMARS.</b>
7	Only the exact amount for an outstanding receivable will result in closing the receivable? True or False <b>False – if a tolerance has been set and if the payment is within the tolerance range, the receivable will be closed. Otherwise, a balance remains or a Credit is established in the case of an overpayment.</b>
8	What happens if a Customer pays more than the amount invoiced within tolerance? <b>The Receivable is closed</b> If they pay less than the tolerance range? <b>An outstanding balance remains on the receivable..</b>
9	Overdue receivables can be set up for the Commonwealth intercept process? True or False <b>True</b>